



TERMS AND CONDITIONS

PREAMBLE

- A. THESE TERMS AND CONDITIONS RELATE TO THE SERVICES PROVIDED BY COMMERCIAL DEBT RECOVERY EXPERTS LTD, TO THE CLIENT FOLLOWING THE EXECUTION OF A LETTER OF AUTHORITY IN RELATION TO A CLAIM MADE BY THE CLIENT FOR OUTSTANDING MONIES OWED/DISPUTED TO THE CLIENT PURSUANT TO SERVICES AND/OR GOODS PROVIDED BY THE CLIENT TO A THIRD-PARTY PERSON OR THIRD-PARTY LEGAL ENTITY, THAT REMAIN UNPAID AND CONTINUES IN ACCORDANCE WITH THE LAWS OF ENGLAND AND WALES TO BE PAYABLE TO THE CLIENT.
- B. THESE TERMS AND CONDITIONS STRICTLY APPLY TO THE SERVICES PROVIDED BY COMMERCIAL DEBT RECOVERY EXPERTS LTD, WHICH COMPRISE THE COLLECTION AND RECOVERY OF MONIES OWED/DISPUTE TO THE CLIENT BY MEANS OF LETTERS, CORRESPONDENCE, NEGOTIATIONS, AND IF NECESSARY THE INSTRUCTION OF SOLICITORS OR OTHER REGULATED LEGAL ADVISORS ON BEHALF OF THE CLIENT AND THESE TERMS AND CONDITIONS ARE STRICTLY LIMITED TO THE AFORESAID DESCRIBED SERVICES AND THEREFORE DO NOT RELATE TO THE COMMENCEMENT BY COMMERCIAL DEBT RECOVERY EXPERTS LTD. OF COURT PROCEEDINGS OR TO THE PROVISION BY COMMERCIAL DEBT RECOVERY EXPERTS LTD, OF LEGAL ADVICE OR LEGAL SERVICES.
- C. THESE TERMS AND CONDITIONS TOGETHER WITH THE EXECUTED LETTER OF AUTHORITY AND THE CLIENT SERVICE PACK SET OUT THE CIRCUMSTANCES IN WHICH COMMERCIAL DEBT RECOVERY EXPERTS LTD, WILL CHARGE AND BE PAID FEES, EXPENSES, DISBURSEMENTS AND COSTS.
- D. THESE TERMS AND CONDITIONS TOGETHER WITH THE CLIENT SERVICE PACK SPECIFY THE REASON FOR SETTING THE AMOUNT OF PAYMENT AT THE LEVEL SET BY COMMERCIAL DEBT RECOVERY EXPERTS LTD, AND AGREED BY THE CLIENT AND TAKES INTO ACCOUNT WHETHER THE CLAIM IS ONE OF SEVERAL SIMILAR CLAIMS BY THE CLIENT. THE REASONS FOR SETTING THE AMOUNT OF PAYMENT AT THE LEVEL SET BY COMMERCIAL DEBT RECOVERY EXPERTS LTD, AS SET OUT IN THE CLIENT SERVICE PACK IS BECAUSE:
- THE COMPLEXITY INVOLVED IN DEBT COLLECTION AND THE RISKS OF NON-RECOVERY OF THE DEBT.
 - THE DIFFICULTIES FREQUENTLY INCURRED IN COLLECTING OF DEBTS:
 - THE FINANCIAL STATUS OF THE DEBTOR; AND/OR
 - THE AGE OF THE DEBT.

1. INTERPRETATION

1.1 **Definitions.** In these terms and conditions, the following definitions apply:

Business Day:	a day other than a Saturday, Sunday, or public holiday in England when banks in London are open for business;
Commencement Date:	has the meaning set out in clause 2.1.
Conditions:	these terms and conditions;
Contract:	the contract between Commercial Debt Recovery Experts Ltd, and the Client for the supply of Services incorporating the Client Service Pack and these Conditions;
Client:	the person who purchases the Services from Commercial Debt Recovery Experts Ltd. as per clause 1.2.1. below);
Client Service Pack:	the documents provided by Commercial Debt Recovery Experts Ltd, to the Client outlining the Services, specific requirements and Fees (and includes any schedules thereto);
Debt:	the sum which Commercial Debt Recovery Experts Ltd, is engaged to reasonably endeavour to recover;
Debtor:	the third party who owes the Debt to the Client;
Fees:	the aggregate sum that Commercial Debt Recovery Experts Ltd, is entitled to be paid in relation to the Services as specified in the Client Service Pack and in accordance with clause 5 below, or as agreed by the parties from time to time;
Recovery:	where part or all of the Debt is paid, whether by the Debtor or a third party, whether paid to Commercial Debt Recovery Experts Ltd, to any third party for Client's benefit, or to Client. Recovery shall also be deemed to include goods being returned by the Debtor, whether or not Client accepts the return of goods in lieu of payment and to whichever location those are returned. Recovery shall extend to any recovery after the Debt is referred to Commercial Debt Recovery Experts Ltd, (even if made direct to Client). The word "Recovered" shall be construed accordingly.
Services:	Debt recovery, debt management and dispute resolution services as provided by Commercial Debt Recovery Experts Ltd, and as set out in the Client Service Pack or as agreed by the parties from time to time; and
CDREL:	Commercial Debt Recovery Experts Ltd, is registered in England and Wales with the registration number 12300599.

1.2 **Construction.** In these Conditions, the following rules apply:

- 1.2.1 A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality);
- 1.2.2 A reference to a party includes its personal representatives, successors or permitted assigns;
- 1.2.3 A reference to a statute or statutory provision is a reference to such statute or provision as amended or re-enacted. A reference to a statute or statutory provision includes any subordinate legislation made under that statute or statutory provision, as amended or re-enacted;
- 1.2.4 Any phrase introduced by the terms including, include, in particular or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms; and
- 1.2.5 A reference to writing or written includes faxes and emails.

2. BASIS OF CONTRACT

- 2.1 Upon the request of CDREL, the Client will promptly complete and return a letter of authority confirming the Client's instructions for CDREL. to act on the Client's behalf. The Contract between the Client and CDREL, shall begin on the earlier of CDREL receiving the Client's signed letter of authority or CDREL's acceptance of Client's instruction to commence the Services.
- 2.2 The Contract constitutes the entire agreement between the parties. The Client acknowledges that it has not relied on any statement, promise, representation, assurance, or warranty made or given by or on behalf of CDREL which is not set out in the Contract. Particularly, but not exclusively, CDREL makes no representations as to the recoverability of the Debt.
- 2.3 The Contract applies to the Services to the exclusion of any other terms that the Client seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.
- 2.4 Any quotation or fee estimate given by CDREL shall not constitute an offer and is only valid for a period of 10 Business Days from its date of issue unless otherwise confirmed in writing by CDREL.
- 2.5 Each instruction and/or matter that Client provides to CDREL will constitute a separate contract. These Conditions will apply to each such contract.

3. SUPPLY OF SERVICES

- 3.1 CDREL shall supply the Services to the Client in accordance with the Contract.
- 3.2 CDREL shall use all reasonable endeavours to meet any performance dates agreed between the parties, but any such dates shall be estimates only and time shall not be of the essence for performance of the Services.
- 3.3 CDREL shall have the right to make any changes to the Services which are necessary to comply with any applicable law or regulation, or which do not materially affect the nature or quality of the Services, and CDREL shall notify the Client in any such event.
- 3.4 CDREL warrants to the Client that the Services will be provided using reasonable care and skill. This is the only warranty that CDREL gives in relation to its services.
- 3.5 The Client hereby acknowledges that CDREL is not a law firm and is not regulated by the Solicitors Regulatory Authority. CDREL may give guidance to the Client but any such guidance is not legal advice and the Client expressly acknowledges that does not proffer such advice. The Client acknowledges that any amount the Client pays to CDREL (including the Fees) may not be recoverable if the Client decides to issue legal proceedings. Where legal advice is deemed necessary in the opinion of CDREL, CDREL may recommend that the Client obtains legal advice from CDREL's preferred legal service providers. Client will be responsible for all legal expenses, fees and costs incurred by CDREL on behalf of the Client.
- 3.6 CDREL will act as the Client's agent in all instructed matters. This includes the authority to collect any monies on the Client's behalf, negotiate the resolution of any disputes over payment, and should a resolution prove unachievable and where authorized by Client to do so, instruct legal representation on the Client's behalf to commence legal proceedings.
- 3.7 Upon receipt of all or part of the Recovered Debt, the Client authorizes CDREL to retain those sums in its bank accounts for a period of not less than 28 days to allow for any challenge made to any Recovered amount.
- 3.8 Payment of the Recovered amount, less the Fee and any other sums due to COMMERCIAL DEBT RECOVERY EXPERTS LTD, does not imply or warrant that there will not be any challenge to the Recovered Debt in the future. If the Recovered Debt that is remitted to Client is challenged or it must be repaid to the original Debtor for any reason, this will not entitle Client to a refund of the Fee. In the event that any Recovered Debt is repayable then this will remain the responsibility of the Client. Client will be responsible for any and all costs and expenses incurred by CDREL where a challenge is made by a Debtor or third-party.

4. OBLIGATIONS OF THE CLIENT

- 4.1 The Client shall:
- 4.1.1 reasonably and promptly co-operate with CDREL in all matters relating to the Services;
- 4.1.2 not contact the Debtor directly, and immediately refer any communication or correspondence received from Debtor directly to CDREL;
- 4.1.3 provide CDREL with such information and materials as CDREL may reasonably require in order to supply the Services, and ensure that such information is accurate and up to date in all material respects; and
- 4.1.4 co-operate with CDREL in relation to any regulatory obligations on CDREL including, but not limited to, any anti-money laundering steps that CDREL chose to or are obliged to take.
- 4.2 If the performance of CDREL of any of its obligations under the Contract is prevented or delayed by any act or omission by the Client, or failure by the Client to perform any relevant obligation, or any breach of these Conditions ("Client Default"):
- 4.2.1 CDREL shall, without limiting its other rights or remedies, have the right to suspend performance of the Services until the Client remedies the Client Default, and to rely on the Client Default to relieve it from the performance of any of its obligations to the extent the Client Default prevents or delays the performance of CDREL of any of its obligations;
- 4.2.2 CDREL shall not be liable for any costs or losses sustained or incurred by the Client arising directly or indirectly from the failure or delay of CDREL to perform any of its obligations where due in part or wholly as a consequence of a Client Default; and
- 4.2.3 the Client shall reimburse CDREL on written demand for any costs or losses sustained or incurred by CDREL arising directly or indirectly from the Client Default.
- 4.3 The Client shall take all necessary steps to enable and assist CDREL to recover the Debt including taking or omitting to take any action or paying any court or other such fees that CDREL, in its reasonable opinion, consider appropriate in order to secure a Recovery.

5. FEES, CHARGES AND PAYMENT

- 5.1 CDREL shall be entitled to demand the payment of all or any part of the Recovery to CDREL directly from Debtor, or in the case of goods, the goods may be delivered to CDREL at CDREL's sole discretion.
- 5.2 All and any discounts offered or invoiced by CDREL to the Client are subject to the Client making payment to CDREL within agreed payment terms. If payment terms are not adhered to, CDREL shall, at their sole discretion, be entitled to revoke all and any discounts offered or invoiced to the Client.
- 5.3 All invoices issued to the Client will be issued from and payable to Commercial Debt Recovery Experts Ltd. All invoices are due and payable within 5 Business Days from date of receipt, unless otherwise stated on the invoice. Cheques are not accepted as a method of payment.
- 5.4 In the event that CDREL collects any late payment compensation from the Debtor, this will be paid to the Client.
- 5.5 In consideration of the Services and subject to clause 5.6, the Client shall pay the Fees to Commercial Debt Recovery Experts Ltd. The Fees include:
- 5.5.1 an upfront fixed fee at the amount set out in the Client Service Pack ("Fixed Instruction Fee");
- 5.5.2 a success fee at the percentage of the Recovery set out in the Client Service Pack ("Success Fee"); and
- 5.5.3 additional fees for Services provided on a time-spent basis when CDREL understands that the collection of the Debt will be complex or require legal proceedings and charged at the hourly rates set out in the Client Service Pack ("Standard Hourly Rates Fees").
- 5.6 CDREL will invoice the Client for the Success fee after the Recovery.
- 5.7 If the Debt is partially Recovered, the Success Fee shall apply on the Recovered part of the Debt only. If no amount of the Debt is Recovered, CDREL shall not be entitled to the Success Fee.
- 5.8 If the payment of the Debt involved the return of goods, the Success Fee will be calculated on the fair market value of the goods Recovered.
- 5.9 If (i) the Fees are no greater than 50% of the amounts Recovered (net of costs, disbursements and expenses paid or payable by agreement by the Debtor) and (ii) the costs, disbursements and expenses incurred by CDREL exceed 50% of the said amounts Recovered, then the Success Fee will not be payable by the Client.
- 5.10 Subject to clause 5.9, CDREL shall be entitled to deduct the Success Fee and any other sums due to CDREL (including outstanding Fixed Instruction Fee and Standard Hourly Rates Fees) from any sum Recovered before it is paid to the Client.
- 5.11 In addition and without prejudice to the Fees, in the event CDREL collects all or any interest, as per the Late Payment of Commercial Debts Legislation, contractual interest or interest as awarded by a court, from the Debtor then CDREL shall be entitled to retain 50% of any such interest recovered and deduct such amount from any sum Recovered in accordance with clause 5.10.
- 5.12 With the exception of the Success Fee CDREL may add the Fees or any part of the Fees to the amount of the Debt CDREL seek to recover from the Debtor. However, as set out in clause 3.5, the Client acknowledges the Fees may not be Recoverable if the Client decides to issue legal proceedings and CDREL gives no warranty in relation to the Recoverability of the Fees. If any part of the Fees is Recovered, CDREL will deduct the Recovered part from the Success Fee. If the Success Fee is lower than the part of the Fees Recovered, CDREL will pay the difference to the Client within 30 Business Days after the Recovery. Nothing in this clause 5.12 shall exclude or limit or be deemed to exclude or limit the Client's liability for the timely payment of the Fees.

- 5.13 Where there is no Recovery, CDREL may (but shall not be obliged to) offer to the Client, without obligation, additional services to assist the Client in its debt recovery matters. If the Client so instructs, it will be bound by additional charges at a cost agreed between the parties or at CDREL's prevailing hourly rates of which are set out in the Client Service Pack
- 5.14 Unless otherwise agreed between CDREL and the Client, the Standard Hourly Rate Fees:
- 5.14.1 shall be calculated in accordance with CDREL's standard tariffs and disbursements details of which are set out in the Client Service Pack and available upon request, as amended from time to time and;
- 5.14.2 shall be paid within 5 Business Days from date of receipt, unless otherwise stated on the invoice.
- 5.15 Where CDREL and the Client agree that the Success Fee or the Standard Hourly Rates Fees or any part of them will be a fixed Fee, CDREL shall be entitled to raise an invoice upon completion of the work to which they relate (or as otherwise agreed in advance between the parties).
- 5.16 However, this clause 5.17 does not entitle CDREL to charge the Client in excess of 50% of the actual recovered Debt (being the recovered Debt less costs, disbursements and expenses).
- 5.17 Time for payment of the Fees shall be of the essence of this contract. If the Client fails to make any payment due to CDREL under the Contract by the due date for payment, then:
- 5.17.1 the Client shall pay interest on the overdue amount under the Late Payment of Commercial Debts (Interest) Act 1998; and
- 5.17.2 CDREL shall have the right to unilaterally amend any previously agreed payment terms with the Client to such new payment as CDREL, in its absolute discretion, deems appropriate save that CDREL will not be entitled to make any such amendments which breach any of the regulations for charging of fees on the recovery of a debt otherwise known as a damage-based agreement.
- 5.18 In the event that the Client fails and/or refuses to pay any Fee when due (or any sums which CDREL is entitled to be paid for whatever reason), the Client shall be liable to pay CDREL as a debt any costs/charges/fees incurred (including but not limited to legal costs and court fees) by CDREL and/or its agents in connection with any unpaid sums due to CDREL from the Client. If CDREL pursues the non-payment itself, the costs payable pursuant to this clause shall include a Fee calculated in accordance with the Contract with the Debt being the sum due to CDREL.
- 5.19 The Client shall pay all amounts due under the Contract in full without any set-off, counterclaim, deduction or withholding (except for any deduction or withholding required by law). CDREL may at any time, without limiting its other rights or remedies, set off any amount owing to it by the Client against any amount payable by CDREL to the Client.
- 5.20 In the event that CDREL cannot obtain, or loses the opportunity to obtain, a Recovery on the basis that the Client breaches the terms of these Conditions, fails to promptly provide CDREL with reasonable and accurate information and assistance, and/or refuses to follow CDREL's guidance regarding the matter (including recommendation of taking legal action), CDREL shall be entitled to liquidated damages at 10% of the Debt (without prejudice to any other remedy available by law or in the Contract. For the avoidance of doubt this is not a penalty clause.
- 5.21 CDREL reserves the right to reasonably adjust Fees in the event a Debt requires additional resources of CDREL due to complexity or significant time and effort.
- 6. CONFIDENTIALITY**
- 6.1 A party (Receiving Party) shall keep in strict confidence all technical or commercial know-how, specifications, inventions, processes or initiatives which are of a confidential nature and have been disclosed to the Receiving Party by the other party (Disclosing Party), its employees, agents or subcontractors, and any other confidential information concerning the Disclosing Party's business, its products and services which the Receiving Party may obtain. The Receiving Party shall only disclose such confidential information to those of its employees, agents and subcontractors who need to know it for the purpose of discharging the Receiving Party's obligations under the Contract, and shall ensure that such employees, agents and subcontractors comply with the obligations set out in this clause as though they were a party to the Contract. The Receiving Party may also disclose such of the Disclosing Party's confidential information as is required to be disclosed by law, any governmental or regulatory authority or by a court of competent jurisdiction. This clause 6 shall survive termination of the Contract.
- 7. LIMITATION OF LIABILITY**
- 7.1 Nothing in these Conditions shall limit or exclude the liability of CDREL for:
- 7.1.1 death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors; or
- 7.1.2 fraud or fraudulent misrepresentation.
- 7.2 Subject to clause 7.1;
- 7.2.1 CDREL shall under no circumstances whatever be liable to the Client, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with the Contract; and
- 7.2.2 the total liability of CDREL to the Client in respect of all other losses arising under or in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the value of the Fee due to Commercial Debt Recovery Experts Ltd.
- LTD. (not including interest or any late payment or similar charges).
- 7.3 The terms implied by sections 3 to 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from the Contract.
- 7.4 This clause 7 shall survive termination of the Contract.
- 8. TERMINATION**
- 8.1 Without limiting its other rights or remedies, either party may terminate the Contract by giving the other party 30 days' written notice. In the event that the Client terminates by notice, it shall pay to CDREL a sum equivalent to 7.5% of the Debt (notwithstanding the fact that the Debt has not been Recovered) subject to a minimum payment of £250 as liquidated damages for costs and expenses incurred by CDREL. For the avoidance of doubt this is not a penalty clause.
- 8.2 Without limiting its other rights or remedies, either party may terminate the Contract with immediate effect by giving written notice to the other party if:
- 8.2.1 the other party commits a material breach of any term of the Contract and (if such a breach is remediable) fails to remedy that breach within 14 days of receipt of notice in writing to do so;
- 8.2.2 the other party takes or is subject to, or in the case of the Client in CDREL's reasonable opinion is likely to take or likely to be subject to, any insolvency related event;
- 8.2.3 the other party suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of its business; or
- 8.2.4 the other party (being an individual) dies or, by reason of illness or incapacity (whether mental or physical), is incapable of managing his own affairs or becomes a patient under any mental health legislation.
- 8.3 Without limiting its other rights or remedies, CDREL may terminate the Contract with immediate effect by giving written notice to the Client if the Client fails to pay any amount due under this Contract on the due date for payment and fails to pay all outstanding amounts within 7 days after being notified in writing to do so.
- 8.4 Without limiting its other rights or remedies, CDREL may suspend provision of the Services under the Contract or any other contract between the Client and CDREL if the Client becomes subject to any of the events listed in clause 8.2.1 to clause 8.2.4, or CDREL reasonably believes that the Client is about to become subject to any of them, or if the Client fails to pay any amount due under this Contract on the due date for payment.

9. CONSEQUENCES OF TERMINATION

- 9.1 On termination of the Contract for any reason:
- 9.1.1 the Client shall immediately pay to CDREL all unpaid invoices and interest of CDREL and, in respect of Services supplied but for which no invoice has been submitted, CDREL shall submit an invoice, which shall be payable by the Client immediately on receipt;
- 9.1.2 the accrued rights, remedies, obligations, and liabilities of the parties as at expiry or termination shall be unaffected, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination or expiry; and
- 9.1.3 clauses which expressly or by implication survive termination shall continue in full force and effect.

10. DATA PROTECTION

- 10.1 In this Clause 10:
- 10.1.1 Agreed purposes: means the processing necessary for the performance of this Contract as identified herein;
- 10.1.2 Controller, data subject, personal data, personal data breach, processor and processing: are as defined in the Data Protection Law (and process and process shall be construed accordingly);
- 10.1.3 Data Protection Law: means all legislation and regulatory requirements in force from time to time relating to the use of personal data and the privacy of electronic communications, including, without limitation (i) any data protection legislation from time to time in force in the UK including the Data Protection Act 2018 or any successor legislation, as well as (ii) the General Data Protection Regulation ((EU) 2016/679) and any other directly applicable European Union regulation relating to data protection and privacy (for so long as and to the extent that the law of the European Union has legal effect in the UK).;
- 10.1.4 Permitted recipients: means the parties to this Contract and (as necessary) the employees, personnel and advisers of each party and third parties engaged to perform obligations in connection with the Contract; and
- 10.1.5 Shared personal data: means the personal data to be shared between the parties as necessary for the performance of the Contract, as identified herein.
- 10.2 The Client and CDREL agree that the provisions of this clause 10 shall apply where the Client and CDREL process any shared personal data and/or the Client and/or CDREL process any other personal data in connection with the performance of the contract.

Processing by Controller

- 10.3 Where the Client and CDREL process:
- 10.3.1 any Shared Personal Data as data controllers in common; and/or
- 10.3.2 any other personal data as data controllers; in connection with the performance of the Contract the provisions of Clauses 10.4 to 10.6 (inclusive) shall apply.
- 10.4 Each party shall comply with all applicable controller obligations under the Data Protection Law and shall provide assistance in respect of the other's compliance with such obligations, in particular in relation to the Shared Personal Data, where reasonable and permitted by Data Protection Law including notification of and consultation and co-operation with the other party over fair processing notices for, and where necessary consents and compliance with rights requests from, data subjects, as well as responses to any actual or suspected personal data breach and any contact with or from any supervisory authorities or regulators.
- 10.5 When disclosing any Shared Personal Data to the other party, the disclosing party shall ensure that it has compliant fair processing notices, and where necessary consents, in place to enable the lawful transfer to and processing (including any onward transfer) by the other party and the Permitted Recipients of the Shared Personal Data for the Agreed Purposes.
- 10.6 Without limitation of the above, when receiving any Shared Personal Data from the other party, the receiving party shall:
- 10.6.1 process, and procure that Permitted Recipients process, the Shared Personal Data only for the Agreed Purposes;
- 10.6.2 not disclose or allow access to the Shared Personal Data to anyone other than the Permitted Recipients except as permitted by the Data Protection Law;
- 10.6.3 ensure that all Permitted Recipients are subject to written contractual obligations concerning the Shared Personal Data (including obligations of confidentiality) which are no less onerous than those imposed by these Conditions;
- 10.6.4 ensure that it has in place appropriate technical and organizational security measures, in accordance with the Data Protection Law; and
- 10.6.5 not transfer any Shared Personal Data outside the European Union unless the transfer is to a country approved by the European Commission, or there are appropriate safeguards in place or an applicable derogation for a specific situation, as provided for under the Data Protection Law.

Processing by Processor

- 10.7 Where either party processes any Shared Personal Data as data processor (the Processor) acting on behalf of the other party as data controller (the Controller), in connection with the performance of the Contract the provisions of Clauses 10.6 to 10.10 (inclusive) shall apply.
- 10.8 The Controller shall ensure that it has compliant fair processing notices, and where necessary consents, in place to enable the lawful transfer to and processing by the Processor of the Shared Personal Data for the Agreed Purposes.
- 10.9 The Processor shall in relation to the Shared Personal Data processed by it in connection with the performance of the Contract process the Shared Personal Data only on the written and lawful instructions of the Controller (unless the Processor is required by the Data Protection Law to process the Shared Personal Data in which case it shall promptly notify the Controller before doing so unless prevented by the Data Protection Law);
- 10.9.1 ensure that all personnel who have access to and/or process the Shared Personal Data are obliged to keep the Shared Personal Data confidential;
- 10.9.2 ensure that it has in place appropriate technical and organizational security measures as required by the Data Protection Law;
- 10.9.3 be generally authorized to appoint third party sub-processors on terms which are substantially similar to those set out here including any sub-processors identified in the Contract;
- 10.9.4 assist the Controller in responding to any request from a data subject and in ensuring compliance with the Controller's obligations under the Data Protection Law with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;
- 10.9.5 notify the Controller without undue delay on becoming aware of a personal data breach and assist the Controller with its Data Protection Law obligations in respect thereof taking into account the nature of the processing and information available to it;
- 10.9.6 at the written direction of the Controller, delete or return the Shared Personal Data and copies thereof to the Controller on termination of the Contract unless required by the Data Protection Law to store the Shared Personal Data; and
- 10.9.7 maintain complete and accurate records and information to demonstrate its compliance with the above and allow for audits by the Controller or the Controller's designated auditor.
- 10.10 The Processor shall not transfer any Shared Personal Data outside the European Union without the prior approval of the Controller.
- 10.11 In respect of the Shared Personal Data:
- 10.11.1 the scope, nature, purpose and duration of processing;
- 10.11.2 the types of personal data; and
- 10.11.3 the categories of data subject; are as set out in this Clause 10 or in, or agreed under, this Contract.
- 10.12 The Client will indemnify and keep indemnified CDREL against all costs, claims, losses, fines or damages suffered by SMART arising

out of the Client's breach of Clause 10.8.

11. **GENERAL**

11.1 **Assignment and other dealings.**

11.1.1 CDREL may at any time assign, transfer, mortgage, charge, subcontract or deal in any other manner with all or any of its rights under the Contract and may subcontract or delegate in any manner any or all of its obligations under the Contract to any affiliate, third party or agent.

11.1.2 The Client shall not, without the prior written consent of CDREL, assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any or all of its rights or obligations under the Contract.

11.2 **Notices.**

11.2.1 Any notice or other communication given to a party under or in connection with the Contract shall be in writing, addressed to that party at its registered office (if it is a company) or its principal place of business (in any other case) or such other address as that party may have specified to the other party in writing in accordance with this clause, and shall be delivered personally, sent by pre-paid first-class post or other next working day delivery service, commercial courier email.

11.2.2 A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in clause 11.2.1; if sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second Business Day after posting; if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed; or, if sent by fax or email, one Business Day after transmission.

11.2.3 The provisions of this clause 11.2 shall not apply to the service of any proceedings or other documents in any legal action.

11.3 **Severance.**

11.3.1 If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Contract.

11.3.2 If one party gives notice to the other of the possibility that any provision or part-provision of this Contract is invalid, illegal or unenforceable, the parties shall negotiate in good faith to amend such provision so that, as amended, it is legal, valid and enforceable, and, to the greatest extent possible, achieves the intended commercial result of the original provision.

11.4 **Waiver.** A waiver of any right or remedy under the Contract or law is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. No failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

11.5 **No partnership or agency.** Nothing in the Contract is intended to, or shall be deemed to, establish any partnership or joint venture between the parties, nor constitute either party the agent of the other for any purpose. Neither party shall have authority to act as agent for, or to bind, the other party in any way.

11.6 **Force Majeure:** CDREL shall not be in breach of this agreement nor liable for delay in performing, or failure to perform, any of its obligations under this agreement if such delay or failure results from events, circumstances or causes beyond its reasonable control.

11.7 **Intellectual Property:** All intellectual property rights in or arising out of or in connection with the Services shall be owned by CDREL.

11.8 **Third Party Rights.** A person who is not a party to the Contract shall not have any rights to enforce its terms.

11.9 **Variation.** Except as set out in these Conditions, no variation of the Contract, including the introduction of any additional terms and conditions, shall be effective unless it is in writing and signed by Mr. Christopher Smart on behalf of Commercial Debt Recovery Experts Ltd. Where such a variation is agreed that variation shall prevail over any conflicting term(s) of these Conditions, but all other terms as set out herein shall remain unaffected.

11.10 **Compliance.** Each party shall at its own expense comply with and assist the other party to comply with all laws and regulations relating to its activities under this Contract, and with all and any conditions binding on it in any applicable licences, registrations, permits and approvals. Such laws shall include but not be limited to the Data Protection Act 2018 and subsequent data protection legislation applicable in the UK, the Bribery Act 2010, the Criminal Finances Act 2017, and the Modern Slavery Act 2015.

12. **DISPUTES AND GOVERNING LAW**

12.1 The parties will use their best efforts to negotiate in good faith and settle any dispute that may arise out of or relate to the Contract or any breach of it.

12.2 If any such dispute cannot be settled amicably through ordinary negotiations between the parties, or either or both is or are unwilling to engage in this process, either party may propose to the other in writing that structured negotiations be entered into with the assistance of a fully accredited mediator before resorting to litigation.

12.3 If the parties are unable to agree upon a mediator, or if the mediator agreed upon is unable or unwilling to act and an alternative mediator cannot be agreed, any party may within 14 days of the date of knowledge of either event apply to LawBite (registered as Lawbriefs Ltd with Solicitors Regulation Authority number: 622808 and registered in England and Wales with company number: 08636316) to appoint a mediator under the LawBite mediation procedure provided and determined by Lawbite and as amended from time to time.

12.4 Within 14 days of the appointment of the mediator (either by mutual agreement of the parties or by LawBite in accordance with their mediation procedure), the parties will meet with the mediator to agree the procedure to be adopted for the mediation, unless otherwise agreed between the parties and the mediator.

12.5 All negotiations connected with the relevant dispute(s) will be conducted in confidence and without prejudice to the rights of the parties in any further proceedings.

12.6 If the parties agree on a resolution of the dispute at mediation, the agreement shall be reduced to writing and, once signed by the duly authorised representatives of both parties, shall be final and binding on them. The parties shall bear the costs of any mediation on a 50-50 basis.

12.7 If the parties fail to resolve the dispute(s) within 60 days (or such longer term as may be agreed between the parties) of the mediator being appointed, or if either party withdraws from the mediation procedure, only then may either party exercise any right to seek a remedy through litigation.

12.8 Any dispute shall not affect the parties' ongoing obligations under the Contract.

12.9 Nothing in this clause 12 shall affect Commercial Debt Recovery Experts Ltd.'s ability to take any legal action necessary to recover a Fee due under clause 5 of this Contract.

12.10 Both these Conditions and the Contract are governed by English Law and the Courts of England and Wales will have the exclusive right to deal with any disputes arising from it.