

## **END-USER LICENSE AGREEMENT FOR QUICK HEAL ANTI-VIRUS SOFTWARE**

**THIS END-USER LICENSE AGREEMENT FOR QUICK HEAL ANTI-VIRUS SOFTWARE (“AGREEMENT”) IS BETWEEN YOU AND QUICK HEAL TECHNOLOGIES LIMITED (“QUICK HEAL”) AND GOVERNS YOUR USE OF THE SOFTWARE AND ANY SUBSEQUENT RENEWAL OF LICENSE TO THE SOFTWARE.**

**IMPORTANT- READ CAREFULLY:** THE SOFTWARE MADE AVAILABLE BY QUICK HEAL TO YOU HEREIN IS LICENSED, NOT SOLD, TO YOU. THE SOFTWARE IS DEEMED TO BE DELIVERED AND ACCEPTED BY YOU ON THE DATE IT IS MADE AVAILABLE FOR ACTIVATION. YOU AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT FROM THE ACCEPTANCE DATE. BY ACTIVATING OR USING THE SOFTWARE, YOU SIGNIFY YOUR CONSENT TO THE TERMS OF THIS AGREEMENT. IF YOU ARE ACCEPTING THIS AGREEMENT ON BEHALF OF ANOTHER PERSON OR END- USER, YOU REPRESENT AND WARRANT THAT YOU HAVE THE FULL AUTHORITY TO BIND THAT PERSON OR END-USER TO THIS AGREEMENT. YOU AGREE THAT THE ELECTRONIC TEXT OF THIS AGREEMENT CONSTITUTES A WRITING AND YOUR ASSENT TO THE TERMS AND CONDITIONS HEREOF CONSTITUTES A “SIGNING” FOR ALL PURPOSES. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, YOU MUST NOT ACTIVATE OR USE THE SOFTWARE. EXCEPT AS EXPRESSLY STATED IN THIS AGREEMENT, THE LICENSE FEE PAID HEREUNDER BY YOU IS NOT REFUNDABLE UNDER ANY CIRCUMSTANCES WHATSOEVER. FURTHER, THE LICENSE FEE AT WHICH YOU HAVE PROCURED THE SOFTWARE FROM QUICK HEAL MAY VARY WITH THE LICENSE FEE AT WHICH THE SOFTWARE IS AVAILABLE FOR SUPPLY BY APPROVED SOURCE OR ANY THIRD PARTY; AND THIS PRICING DIFFERENCE DOES NOT ENTITLE YOU TO SEEK A REFUND OF THE LICENSE FEE. QUICK HEAL RETAINS THE RIGHT TO DENY ACCESS TO THE SOFTWARE TO ANYONE WHO HAS VIOLATED ANY OF THE TERMS OF THIS AGREEMENT.

**AUTOMATIC RENEWAL (APPLICABLE ONLY FOR IN-APP PURCHASES OR RENEWALS):** If You have availed the Software thorough in-app purchase or renewal , and when You share Your payment information (credit or debit card or other payment type) with the payment gateway aggregator, You are authorizing Quick Heal or the authorized payment gateway aggregator to charge Your payment type for the initial purchase amount, as well as any subscription renewals. Unless You have decided to opt-out of automatic renewal, Your paid subscription will be renewed automatically towards the end of its subscription term. We will contact You via email seven (07) days prior to the expiry of subscription. You will be charged the price of Software that is applicable at the time of renewal, which may differ from the price paid by You for the ongoing subscription term. You can turn off auto renewal at any time by clicking on opt-out link in the subscription email or by accessing product settings and clicking Support > Customer Support page. If You wish to turn-off auto renewal of subscription, You must do so at least seventy-two (72) hours before Your subscription expires to avoid being charged.

**BETA AND TRIAL USE:** If You are licensed the Software by Quick Heal for evaluation purposes, Your use of the Software is permitted only in a non-production / non-commercial environment unless otherwise permitted earlier by Quick Heal in writing. If Quick Heal provides You access to generally available Software for limited, temporary trial use, Your use is permitted for the period limited by the License Key or by Quick Heal in writing. Notwithstanding the foregoing, Quick Heal, in its discretion, may end the beta or trial at any time, at which point You shall no longer have access to the Software, any related data, information, and files and You should immediately cease any further use. Furthermore, notwithstanding anything contained to the contrary in this Agreement, beta and trial versions of the Software are provided “AS-IS” without any express or implied warranty or indemnity and Quick Heal shall not have any liability relating to Your use of the Software. In the event You opt for the commercialized version of the Software by paying License Fee to Quick Heal, the terms and conditions of this Agreement shall apply *mutatis mutandis* to Your use of the Software.

**PRODUCTS BY QUICK HEAL FOR GOVERNMENT DEPARTMENT OR AN ACCREDITED EDUCATIONAL INSTITUTION:** It is expressly clarified that certain of Quick Heal’s Software, as confirmed in the Entitlement Confirmation, are products designed specifically for

use by end-users in the capacity of government department or an accredited educational institution. Quick Heal reserves the right in its sole discretion to immediately block or deactivate the license key of such Software, if the same is used by You if you are an end-user in any other capacity. The foregoing shall be without prejudice to the rights and remedies available to Quick Heal under this Agreement and at law.

**QUICK HEAL 100% VIRUS REMOVAL GUARANTEE SCHEME (APPLICABLE FOR INDIA TERRITORY ONLY) :** Quick Heal 100% Virus Removal Guarantee is a virus removal service provided by Quick Heal experts only to registered and active end-users of certain of its products, as identified at <https://www.quickheal.co.in/virus-removal-guarantee> and subject to the terms and conditions mentioned therein.

## 1. DEFINITIONS AND INTERPRETATION

**1.1** In this Agreement, the following words and expressions shall have the following meaning:

- 1.1.1 Affiliate(s)** means, with respect to Quick Heal, an entity that then is directly or indirectly controlled by Quick Heal, and here “control” means an ownership, voting or similar interest representing fifty percent (50%) or more of the total interests then outstanding of that entity.
- 1.1.2 Approved Source** means Quick Heal or a Quick Heal authorized reseller, distributor or systems integrator.
- 1.1.3 Authorized User(s)** means the individuals You authorize to access the Software, on Your behalf.
- 1.1.4 Confidential Information** means any information (regardless of the form of disclosure or the medium used to store or represent it) of a party (**Disclosing Party**), including trade secrets and technical, financial or business information, data, ideas, concepts or know-how, that:
  - (i) is designated as “confidential” or by similar words by the Disclosing Party at the time of disclosure and, if oral or visual, is confirmed as confidential by the Disclosing Party in writing within fifteen (15) days of disclosure; or
  - (ii) the receiving party (Recipient) should reasonably have considered to be confidential under the circumstances surrounding disclosure.
- 1.1.5 Customer Data** shall mean such information and data that You provide to Quick Heal or that the Software may or may not collect from Your system(s), necessary for the limited purpose in connection with Your use of the Software, including Your name, contact information, email address, phone number and mode of payment. Customer Data does not include Your personal information consisting of information relating to passwords, financial information such as bank account or credit card or debit card or other payment instrument details and biometric information.
- 1.1.6 Documentation** shall mean any explanatory materials, such as user manuals, training materials, product guide, product descriptions, policies, data sheets, specifications regarding the implementation and use of Software that may be provided by Quick Heal with the Software. Documentation can be accessed by You at the following:
  - <https://www.quickheal.co.in>
  - <https://www.quickheal.co.in/manuals>
  - <https://www.quickheal.co.in/datasheets>
  - <https://www.quickheal.co.in/support#faq>
- 1.1.7 Entitlement Confirmation** shall mean one or more of the following applicable documents which further defines Your rights to the Software, Product Entitlement and any License Fee, including, but not limited to: (a) Quick Heal confirmation document (including sales invoice provided to You by Approved Source) issued by Quick Heal; or (b) an authorized Quick Heal e-mail confirming purchase of license to the Software; or (c) an order confirmation receipt, that accompanies, precedes or follows this Agreement.
- 1.1.8 Force Majeure Event** means any event beyond a party’s reasonable control that, by its nature, could not have been foreseen or, if it could have been foreseen, was unavoidable, including strikes, lock-outs or other industrial disputes (whether

involving its own workforce or a third party's), acts of God, war, riot, pandemic, embargoes, acts of civil or military authorities, acts of terrorism or sabotage, fire, flood, earthquake, accident, radiation, inability to secure transportation, failure of communications or energy sources, malicious damage.

- 1.1.9 Intellectual Property Rights** shall mean all worldwide intellectual property rights, including without limitation, copyrights, trademarks, service marks, trade secrets, know how, inventions, patents, patent applications, moral rights and all other proprietary rights, whether registered or unregistered, and / or any proprietary rights.
- 1.1.10 License** shall mean a license granted to You under clause 2.1 of this Agreement.
- 1.1.11 License Fee** shall mean such fees paid by You to the Approved Source for availing license to use the Software in accordance with this Agreement.
- 1.1.12 License Key** shall mean a unique serial number that enables You to activate the Software.
- 1.1.13 Open Source Software** means any software that is licensed under open source license terms that require as a condition of use, modification or distribution of a work: (i) the making available of source code or other materials preferred for modification, or (ii) the granting of permission for creating derivative works, or (iii) the reproduction of certain notices or license terms in derivative works or accompanying documentation, or (iv) the granting of a royalty- free license to any party under IPR regarding the work or any work that contains, is combined with, requires or otherwise is based on the work. Open Source Software includes any software that is subject to the GNU General Public License, GNU Library General Public License, Artistic License, BSD License, Mozilla Public License, Affero GNU General Public License, or any other license that is considered "free" or "open source software" by the open source foundation or the free software foundation.
- 1.1.14 Product Entitlement** shall mean and include details in relation to the Software such as the name of respective Software licensed to You, SKU number, license detail, duration and quantity, as set forth in the Entitlement Confirmation.
- 1.1.15 Quick Heal Partner** shall mean a Quick Heal authorized reseller, distributor or systems integrator.
- 1.1.16 Quick Heal Support Policy** means the Quick Heal Support Policy that detail Support, mentioned in clause 7 of this Agreement, and as amended or updated from time to time.
- 1.1.17 Software** shall mean such respective anti-virus software as mentioned in the Entitlement Confirmation, that is: (a) owned by Quick Heal and licensed to You or; (b) owned by Quick Heal, embedded in or pre-loaded on Quick Heal hardware purchased by You from Approved Source and licensed to You by Quick Heal, pursuant to the terms and conditions of this Agreement; and includes any subsequent renewal of License to the Software, add-ons, additional features, functionality, Updates and Upgrades to the Software.
- 1.1.18 Support** shall mean such technical support provided by Quick Heal to You in relation to the Software, which may or may not be chargeable to You and as specified particularly in Quick Heal Support Policy.
- 1.1.19 Updates** shall mean collections of any or all virus definition files including detections and solutions for new viruses along with the corrections, improvements, modifications, revisions, patches, fixes, maintenance packs, add-on to the Software and so forth.
- 1.1.20 Upgrades** shall mean any correction, improvement, modification or enhancements in the form of new version of the Software.
- 1.1.21 You and Your** shall mean the individual or end-user that is licensed or authorized to use the Software under this Agreement.

**1.2** In this Agreement, unless a contrary intention appears:

- 1.2.1** A reference to a party includes its executors, administrators, successors and

- permitted assigns;
- 1.2.2 Headings are for ease of reference only and do not affect the interpretation or meaning of this Agreement;
  - 1.2.3 The singular includes the plural and vice versa and words importing a gender include other genders;
  - 1.2.4 Other grammatical forms or parts of speech of defined words or phrases have corresponding meanings;
  - 1.2.5 A reference to a clause, paragraph, exhibit, schedule or other annexure is a reference to a clause or paragraph of or exhibit, schedule or annexure to this Agreement;
  - 1.2.6 The words “include”, “including”, “such as” and similar expressions are not used as, nor are intended to be, interpreted as words of limitation; and
  - 1.2.7 The meaning of this Agreement shall be interpreted based on its entirety and not just isolated parts.

## 2. SCOPE OF LICENSE

- 2.1 **Right to use the Software:** Subject to Your purchase of a License to the Software from an Approved Source and compliance with the provisions of this Agreement, Quick Heal grants You a limited, non-exclusive, non-transferable, non-sublicensable license to use the Software and related Documentation solely for Your personal use in accordance with and for the Term specified in this Agreement and supplemental terms, if any. In this Agreement, the right to use the Software includes the right to activate and access the Software. You shall not use Updates and Upgrades beyond Your Product Entitlement unless You have paid any applicable fee to the Updates and Upgrades. Any Updates and Upgrades that You may receive become part of the Software and the terms and conditions of this Agreement apply to them.
- 2.2 **Product Entitlement and Multiple platforms / bundles:** The use of the Software depends on the licenses purchased (e.g. multiple users) and is subject to the Product Entitlement. If the Software supports multiple platforms or if You receive the Software bundled with other software, the total number of devices on which all versions of the Software is installed may not exceed Your Product Entitlement.
- 2.3 **Accessibility:** Certain features of the Software may not be available in all jurisdictions, for all devices or in all languages irrespective of webpages describing the Software to be accessible worldwide. The version of the Software may differ for various factors such as the jurisdiction from which You access the Software and the device You use; and therefore, Quick Heal is under no obligation to make any features of the Software available in Your jurisdiction. It is Your sole responsibility to obtain, download, and install the appropriate version according to the actual device conditions of Your jurisdiction.
- 2.4 **Term:** The license to the Software is effective for the subscription period for which You have availed the Software. Your license begins on the date the Software is made available for activation and continues until terminated in accordance with this Agreement or until the end of the subscription period, whichever is earlier.
- 2.5 **Authorized Users:** You may allow Authorized Users to use the Software solely on Your behalf. You are responsible for ensuring that Authorized Users comply with the terms of this Agreement and You are fully liable for any breach of the same by such Authorized Users. You shall provide a written notice to Quick Heal in the event the Authorized Users would be using the Software on Your behalf.
- 2.6 **Verification:** Quick Heal reserves the right to use such means and verification procedures to verify the validity of the License and legality of the copy of the Software installed and used on your device / computer. The Software can transmit license information needed to confirm the legitimacy of the Software to Quick Heal.
- 2.7 **Representations and Warranties:** You represent and warrant that all information that You provide to Quick Heal is accurate, complete and correct and that You have the right to provide such information to Quick Heal in connection with Your access to and use of the Software.

### **3. OWNERSHIP AND INTELLECTUAL PROPERTY RIGHTS**

- 3.1** The Software and Documentation, all copies and portions thereof, and all Updates, Upgrades or improvements, enhancements, modifications and all Intellectual Property Rights therein, are and shall remain the sole and exclusive property of Quick Heal.
- 3.2** Your rights to use the Software and Documentation shall be limited to those expressly granted in this Agreement and any Entitlement Confirmation. No other rights with respect to the Software or any related Intellectual Property Rights are implied. You are not authorized to use (and shall not permit any third party to use) the Software, Documentation or any portion thereof except as expressly authorized by this Agreement or the Entitlement Confirmation.
- 3.3** Quick Heal reserves all rights not expressly granted to You. Quick Heal does not transfer any ownership or intellectual property rights in the Software, and You acknowledge that the License, issued under this Agreement only provides you with the right of limited use under the terms and conditions of this Agreement. You authorize Quick Heal to use any feedback and ideas You provide in connection with Your use of the Software for any purpose. You agree and acknowledge that by submitting ideas or feedback to Quick Heal, the intellectual property in such ideas or feedback become the sole and exclusive property of Quick Heal.

### **4. LICENSE RESTRICTIONS**

You must not, and must not cause or allow any third party to:

- (a) decompile, disassemble or reverse-engineer the Software, or create or recreate the source code for the Software;
- (b) remove, erase, obscure or tamper with any copyright or any other product identification or proprietary rights notices, seal or instructional label printed or stamped on, affixed to, or encoded or recorded in or on any Software or Documentation; or fail to preserve all copyright and other proprietary notices in all copies You make of the Software and Documentation;
- (c) lease, lend or use the Software for timesharing or service bureau purposes; sell, market, license, sublicense, distribute or otherwise grant to any person or entity any right to use the Software except to the extent expressly permitted in this Agreement; or use the Software to provide, alone or in combination with any other product or service, any product or service to any person or entity, whether on a fee basis or otherwise;
- (d) emulate, clone, exploit, modify, adapt, tamper with, translate or create Derivative Works of the Software or the Documentation; combine or merge any part of the Software or Documentation with or into any other software or documentation; or refer to or otherwise use the Software as part of any effort to develop software (including any routine, script, code, or program) having any functional attributes, visual expressions or other features similar to those of the Software to compete with Quick Heal;
- (e) transfer or sublicense Software or Documentation to any third party, except as expressly permitted in clause 14.2 (Assignment);
- (f) except with Quick Heal's prior written permission, publish any performance or benchmark tests or analysis relating to the Software;
- (g) not provide the activation code and License Key to third parties or allow third parties access to the activation code, and License Key and deemed confidential data of Quick Heal;
- (h) not make any false or inaccurate representations to any person concerning the Software;
- (i) not reduce any part of the Software to human readable form;
- (j) run or operate the Software in conflict with the terms and restrictions of the Software's licensing model, other requirements specified in Product Guide or with third party products or service offerings that Quick Heal has not identified as compatible with the Software;
- (k) violate or circumvent any technological restrictions within the Software.
- (l) use the Software to violate any applicable laws, rules or regulations, or for any unlawful, harmful, irresponsible, or inappropriate purpose, or in any manner that breaches this Agreement. Any such unauthorized use of the Software shall result in immediate termination of this Agreement and the License granted hereunder and may result in criminal and civil prosecution against You.

## 5. **THIRDPARTY PRODUCTS**

If You use the Software in conjunction with third-party products, You are responsible for complying with the third-party providers' terms and conditions and privacy policies, and all such use is solely at Your risk. Quick Heal does not provide ongoing integration support for products that are owned by third party or not a native part of the Software and is not responsible for the functionality of third party operating systems which may be used by You for operating the Software. In order to ensure the Software's seamless interface and uninterrupted compatibility with Your operating system, on which the Software relies to function, Quick Heal reserves the right, in its sole discretion and without any notice, to carry out backend change of any nature at any time, to the build or version of the Software licensed to You. In the event the Software detects certain other third party products installed on Your system or device as incompatible ("**Incompatible Programs**") with the Software, the Software may recommend You to perform certain actions in connection with such Incompatible Programs. Notwithstanding any recommendation by the Software or Quick Heal on action to be carried out by You regarding the Incompatible Programs, You hereby agree that it is Your sole decision and responsibility, without any liability to Quick Heal, to choose either of required action for Incompatible Programs out of the alternatives provided. In order to fully use certain functionalities of the Software, it shall be Your sole decision and responsibility to unblock few third party domains and ports on Your system or device without any liability to Quick Heal.

## 6. **CONFIDENTIAL INFORMATION, INFORMATION COLLECTION AND CUSTOMER DATA**

**6.1 Confidential Information:** Recipient shall hold in confidence and use no less than reasonable care to avoid disclosure of any Confidential Information to any third party. Recipient's non-disclosure obligation shall not apply to information which: (i) is known by Recipient without confidentiality obligations; (ii) is or has become public knowledge through no fault of Recipient; or (iii) is independently developed by Recipient. Recipient may disclose Discloser's Confidential Information if required pursuant to a regulation, law or court order; provided that, Recipient provides prior notice to Discloser (to the extent legally permissible) and reasonably cooperates, at Discloser's expense, regarding protective actions pursued by Discloser. Upon reasonable request of Discloser, Recipient shall either return, delete or destroy all Confidential Information of Discloser and certify the same in writing.

**6.2 Information Collection:** When activating the Software by the activation code, to collect statistical information on the distribution and use of Software, You agree to provide the following information during the use of the Software automatically:

**6.2.1** The version of the installed Software, including the Updates, installation ID and information about current License;

**6.2.2** The operating system version;

**6.2.3** Identifiers of the Software components that are active at the time of information provision.

**6.2.4** To improve (i) security awareness about new threats and their sources and (ii) Your security protection level, Quick Heal, with Your consent may collect information regarding threats, security information and allied computer / device environmental information for the cloud offerings of Quick Heal.

**6.2.5** You further acknowledge and agree that: (i) any information voluntarily provided by You to Quick Heal, can be used to track and publish reports on security risk trends in Quick Heal's sole and exclusive discretion; and (ii) Quick Heal will collect certain telemetry data regarding anti-virus software settings for the sole purpose of internal analysis and in order to improve the functionality of anti-virus software.

**6.3 Collection of User Journey Telemetry Data and Feature Level Telemetry Data:** For the purpose of improving the features and functionality of the Software, You hereby authorize and explicitly consent Quick Heal's collection of certain statistical data on anonymous basis in connection with : (i) Your specific usage, deployment, preferences and user experience regarding the Software ("**User Journey Telemetry Data**"); and (ii) identifying technical parameters associated with the Software ("**Feature Level**")

**Telemetry”**). For the avoidance of doubt, it is clarified that any collection of User Journey Telemetry Data and Feature Level Telemetry Data shall neither include any passwords, scripts, personally identifiable, confidential, or sensitive information nor shall it be otherwise used to identify You.

**6.4 How Quick Heal uses Your Data:** Quick Heal collects, processes and uses Customer Data which is necessary to provide Support, deliver, analyze, and improve the Software and as otherwise permitted, from time to time, by applicable data privacy laws (including but not limited to Information Technology Act, 2000 and Rules made thereunder), this Agreement and Quick Heal’s Privacy Policy, which can be accessed at <https://www.quickheal.co.in/privacy-policy>. The Customer Data collected from You is stored or retained by Quick Heal for the purposes of record-keeping and renewal communication or social media marketing campaigns for License or any offer / scheme in relation to the Software or other products of Quick Heal. For the limited purpose of sending You the License renewal communication, Quick Heal may make available Customer Data to the partners of Quick Heal or to the Approved Source from whom You have purchased the License. Unless otherwise required by applicable law or by any competent legal authority, Quick Heal does not disclose or transfer Customer Data in any circumstances whatsoever, except as stated herein and Quick Heal’s Privacy Policy. Quick Heal does not engage in selling Customer Data to any third party. Quick Heal may communicate with You over e- mail or contact details shared by you, regarding the Software for legitimate purposes such as renewal of License, Software verification, Updates, Upgrades, outage information and Support. In the event You do not wish to receive communications from Quick Heal as mentioned herein, You may write to us at [dpo@quickheal.co.in](mailto:dpo@quickheal.co.in), requesting for the same and upon receipt of Your written request from Your registered email address, Quick Heal shall promptly delete all the Customer Data pertaining to You in the records of Quick Heal. Quick Heal maintains, at all times, appropriate administrative, physical and technical safeguards, which are designed to protect the security, confidentiality and integrity of Customer Data processed by Quick Heal.

## **7. SUPPORT**

The Quick Heal Support Policy, which is incorporated by reference herein shall govern the Support. The Support shall be performed in accordance with the applicable data privacy laws and the terms and conditions mentioned in the Quick Heal Support Policy, which can be accessed at <https://www.quickheal.co.in/support>, or successor URL, and Quick Heal’s then- current Support policies. Your data, as required to provide Support, shall be used by support specialists of Quick Heal only when processing your requests for Support.

## **8. LIMITED WARRANTY AND DISCLAIMERS**

**8.1 Limited Warranty:** Quick Heal warrants that, during the Term of this Agreement i.e. during the validity of Your subscription period to the Software, the Software licensed under this Agreement shall perform substantially in accordance with the Documentation (“**Limited Warranty**”). Your exclusive remedy and Quick Heal’s entire obligation and liability for any breach of the Limited Warranty is to repair or replace the Software. The Limited Warranty is conditioned upon You providing Quick Heal prompt written notice of the Software’s failure to perform substantially in accordance with the Documentation.

**8.2 Exclusion of Warranty :** The Limited Warranty shall not apply if:

- (a) The Software is not used in accordance with this Agreement or Documentation;
- (b) The Software or any part of the Software has been modified by any individual or entity other than Quick Heal;
- (c) A malfunction in the Software has been caused by any equipment or software not supplied by Quick Heal or incompatibility caused by hardware and software components installed on Your device / computer.

**8.3 Disclaimer of Warranties:** EXCEPT FOR THE LIMITED WARRANTY, THE SOFTWARE IS PROVIDED “AS IS”. TO THE EXTENT PERMITTED BY LAW, QUICK HEAL MAKES NO OTHER REPRESENTATIONS OR WARRANTIES OF ANY KIND REGARDING THE SOFTWARE AND SUPPORT, AND QUICK HEAL DISCLAIMS ALL OTHER OBLIGATIONS AND LIABILITIES, OR EXPRESS OR



IMPLIED WARRANTIES REGARDING THE SOFTWARE, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, QUALITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, SATISFACTORY QUALITY OR INTEGRATION. YOU ASSUME ALL FAULTS, AND THE ENTIRE RISK AS TO PERFORMANCE AND RESPONSIBILITY FOR SELECTING THE SOFTWARE TO ACHIEVE YOUR INTENDED RESULTS, AND FOR THE INSTALLATION OF, USE OF, AND RESULTS OBTAINED FROM THE SOFTWARE. WITHOUT LIMITING THE FOREGOING PROVISIONS, QUICK HEAL DOES NOT MAKE ANY WARRANTY, REPRESENTATION OR GUARANTEE THAT THE SOFTWARE SHALL OPERATE UNINTERRUPTED OR THAT IT SHALL BE FREE FROM DEFECTS OR OTHER FAILURES OR THAT IT SHALL MEET ANY OR ALL YOUR REQUIREMENTS, WHETHER OR NOT DISCLOSED TO QUICK HEAL.

**8.4 Commercial third party programs or components:** The Software may contain independent commercial third party programs or components and rely on them to perform certain functionality. Quick Heal is not the provider of any third party software. Quick Heal makes no warranty and assumes no liability concerning the operation or support of any commercial third party programs or components, the accuracy of any third party information or offerings and third-party intellectual property rights. Quick Heal may integrate certain YouTube API Services with the Software to provide You with advanced technological features. You, therefore acknowledge and agree to be bound by the YouTube Terms of Service, as available at <https://www.youtube.com/t/terms> , in addition to this Agreement. In the event of any conflict between this Agreement and YouTube Terms of Service regarding the usage of YouTube API Services, the terms and conditions of the YouTube Terms of Service shall prevail only to that extent.

**8.5 Third party services and content:** Quick Heal may display, host or otherwise make available certain third party software applications, products or services through links mentioned on Quick Heal's website, which could be voluntarily preferred by You to navigate through the Software and may also be unrelated to the core technical functionality of the Software. Quick Heal does not have any control over and does not endorse such third party software applications, products or services. Quick Heal makes commercially reasonable efforts to evaluate, monitor and choose such third party providers, including the compatibility of their offerings with the Software. NOTWITHSTANDING THE FOREGOING, QUICK HEAL DOES NOT MAKE ANY REPRESENTATIONS, WARRANTIES OR ENDORSEMENTS REGARDING THE THIRD PARTY SOFTWARE APPLICATIONS, PRODUCTS OR SERVICES SO DISPLAYED, HOSTED OR OTHERWISE MADE AVAILABLE THROUGH LINKS MENTIONED ON QUICK HEAL'S WEBSITE AND EXPRESSLY DISCLAIMS ANY CLAIMS OR LIABILITY WHICH MAY ARISE FROM YOUR USE OF SUCH THIRD PARTY SOFTWARE, APPLICATIONS, PRODUCTS OR SERVICES.

**8.6 General Disclaimers:** You are advised to back-up Your device / computer, with frequency and reliability suitable for You. The functioning of the Software is subject to the validity of License and Your compliance with the terms and conditions of this Agreement and the Documentation, including regular download of Updates and Upgrades as defined herein.

## **9. LIMITATIONS AND EXCLUSIONS OF LIABILITY**

**9.1 LIMITATION OF LIABILITY:** QUICK HEAL'S ENTIRE AGGREGATE LIABILITY TO YOU FOR ANY CLAIM OR LIABILITY UNDER THIS AGREEMENT SHALL NOT EXCEED THE TOTAL PAYMENTS PAID BY YOU (AT THE TIME OF PURCHASE) TO APPROVED SOURCE UNDER THIS AGREEMENT OR THE APPLICABLE ENTITLEMENT CONFIRMATION. IN NO EVENT SHALL QUICK HEAL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, EXEMPLARY, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING WITHOUT LIMITATION, LOSS OF BUSINESS, LOSS OF REVENUE, GOODWILL OR PROFITS OR CONFIDENTIAL INFORMATION OR OTHER INFORMATION, BUSINESS INTERRUPTION, LOSS OF PRIVACY, CORRUPTION, DAMAGE AND LOSS OF DATA OR PROGRAMS, DUTY OF GOOD FAITH OR DUTY OF



REASONABLE CARE, ECONOMIC LOSS, AND FOR ANY OTHER PECUNIARY OR OTHER LOSS WHATSOEVER) ARISING OUT OF OR IN ANY WAY RELATED TO THE USE OF OR INABILITY TO USE THE SOFTWARE, THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT, INFORMATION, SOFTWARE AND RELATED CONTENT THROUGH THE SOFTWARE OR OTHERWISE ARISING OUT OF THE USE OF SOFTWARE, OR OTHERWISE UNDER OR IN CONNECTION WITH THIS AGREEMENT, EVEN IF THE DAMAGES WERE FORESEEABLE OR QUICK HEAL HAD BEEN ADVISED OF THE POSSIBILITY OF THOSE DAMAGES. THIS LIMITATION OF LIABILITY APPLIES WHETHER SUCH CLAIM OR LIABILITY ARISE UNDER CONTRACT, TORT (INCLUDING GROSS NEGLIGENCE), EQUITY, STATUTE OR OTHERWISE. NOTHING IN THIS AGREEMENT LIMITS OR EXCLUDES ANY LIABILITY THAT CANNOT BE LIMITED OR EXCLUDED UNDER APPLICABLE LAW.

- 9.2 FURTHER LIMITATIONS:** QUICK HEAL'S LIABILITY WITH RESPECT TO ANY OPEN SOURCE SOFTWARE OR COMMERCIAL THIRD PARTY PROGRAM OR COMPONENT, ON WHICH THE SOFTWARE RELIES TO PERFORM CERTAIN FUNCTIONALITY, SHALL BE SUBJECT TO THE PROVISIONS OF CLAUSE 9.1 (LIMITATION OF LIABILITY).

## **10. INDEMNITY**

### **10.1 Your indemnification obligations**

You shall indemnify, defend and hold harmless Quick Heal, its Affiliate(s), directors, officers, employees, licensors, distributors, resellers and representatives of each of the foregoing from and against any claim, suit, action, penalties, losses, damages, fines, costs and expense (including reasonable attorney fees) arising out of or relating to : (i) Your use of the Software in a manner not permitted by this Agreement; (ii) Your failure to comply with any applicable laws or regulations; (iii) Quick Heal's compliance with any technology, instructions or requirements provided by You or on Your behalf; and (iv) Your breach of the terms and conditions of this Agreement.

### **10.2 Quick Heal's indemnification obligations**

**10.2.1 Intellectual Property Defense and Indemnification:** Quick Heal shall defend You against any third party claim that the Software infringes any registered patent, trademark or copyright of such third party, or misappropriates a trade secret (but only to the extent that the misappropriation is not a result of Your actions) ("**Infringement Claim**") and indemnify You from the resulting costs and damages finally awarded against You to such third party by a court of competent jurisdiction or agreed to in settlement. The foregoing obligations are applicable only if You: (i) promptly notify Quick Heal in writing of the Infringement Claim; (ii) allow Quick Heal sole control over the defense for the claim, any settlement negotiations and any related action challenging the validity of the allegedly infringed patent, trademark or copyright; and (iii) reasonably cooperate in response to Quick Heal's requests for assistance. You shall not settle or compromise any Infringement Claim without the prior written consent of Quick Heal.

**10.2.2 Remedies:** If the alleged infringing Software becomes, or in Quick Heal's opinion be likely to become, the subject of an Infringement Claim, Quick Heal shall, at Quick Heal's option and expense, do one of the following: (a) procure the rights necessary for You to make continued use of the affected Software; (b) replace or modify the affected Software to make it non-infringing; or (c) terminate the license to the affected Software and discontinue the related Support, and, upon Your certified deletion of the affected Software, make pro-rata refund of the License Fee paid by You towards such non-confirming Software.

**10.2.3 Exclusions:** Notwithstanding the foregoing, Quick Heal shall have no obligation under this clause 10.2 (Quick Heal's indemnification obligations) or otherwise with respect to any claim based on: (a) a combination of Software with third party products; (b) use for a purpose or in a manner for which the Software was not designed; (c) use of any older version of the Software when use of a newer Quick Heal version would have avoided the infringement; (d) any modification to the

Software made without Quick Heal's express written approval; (e) any claim that relates to open source software or commercial third party programs or components on which the Software relies for certain functionality or freeware technology or any derivatives or other adaptations thereof that is not embedded by Quick Heal into Software; or (f) any Software provided on a no charge, trial, beta or evaluation basis. THIS CLAUSE 10.2 (QUICK HEAL'S INDEMNIFICATION OBLIGATIONS) STATES YOUR SOLE AND EXCLUSIVE REMEDY AND QUICK HEAL'S ENTIRE LIABILITY FOR ANY INFRINGEMENT CLAIMS OR ACTIONS.

## 11. TERMINATION

- 11.1** Quick Heal may terminate Your license if You materially breach this Agreement and You fail to cure the breach within thirty (30) days of receiving Quick Heal's notice of the breach. Upon termination, You must immediately delete and stop using the Software.
- 11.2 End-of-Life:** Your right to use the Software, and any features of the Software, is subject to the end of life policy available at <https://www.quickheal.co.in/retail-products-end-of-life-policy>. Upon the End-of-Life date of a Software or any feature of a Software (as described in the End-of-Life Policy), Your right to use the Software or feature shall terminate.
- 11.3** Quick Heal shall not be liable to You or any third party in the event Quick Heal exercises its right to modify or discontinue the Software. If You object to any such changes, sole recourse for You shall be to terminate this Agreement. Continued use of the Software following notice of such changes shall indicate Your acknowledgement of such changes and satisfaction with the Software so modified.
- 11.4** The Parties agree and acknowledge that, upon termination of this Agreement for any reason whatsoever, Quick Heal shall have no further obligation to provide You access to the Software and all licenses and other rights granted to You under this Agreement shall cease immediately.

## 12. QUICK HEAL PARTNER TRANSACTIONS

If You purchase license to the Software from a Quick Heal Partner: (i) the terms of this Agreement apply to Your use of the Software; and (ii) the terms of this Agreement prevail over any inconsistent provisions in Your purchase order with the Quick Heal Partner.

## 13. OPEN SOURCE SOFTWARE

The Software may include components of Open Source Software such as programs, applications, tools, utilities, libraries, and other programming code that are made available from third parties under a free or open source software licensing model. Open Source Software components included with the Software are made available by Quick Heal under the terms of the applicable open source software license for such component; Your receipt of components of Open Source Software from Quick Heal under this Agreement neither enlarges nor curtails Your rights or obligations defined by the Open Source Software license applicable to the component of Open Source Software. The list of Open Source Software licenses for Open Source Software components is included within the respective Software or any other file accompanying the respective Software. If any Open Source Software licenses require that Quick Heal provide rights to use, copy or modify an Open Source Software program that is broader than the rights granted in this Agreement, then such rights shall be read along with the rights and restrictions contained herein.

## 14. MISCELLANEOUS

- 14.1 Relationship:** The parties are independent contractors under this Agreement and expressly disclaim any partnership, franchise, joint venture, agency, employer-employee, fiduciary or other special relationship. Neither party intends this Agreement to benefit or create any right or cause of action in or on behalf of, any person or entity other than the parties.
- 14.2 Assignment:** You shall not sublicense, assign or transfer Your rights under this Agreement without prior written consent of Quick Heal's authorized representative having competent authority. Any attempt by You to sublicense, assign or transfer any of Your rights, duties or obligations under this Agreement, whether directly, or indirectly by merger, acquisition or change of control, shall be null and void. In the event You violate the provisions of this

clause and transfer Your rights under this Agreement to a third party, including the right to use the Software, You shall be solely liable to Quick Heal for any acts and omissions of such third party in relation to such third party's usage of the Software. This shall be without prejudice to any of the rights and remedies available to Quick Heal hereunder, or at law. Regardless of any other provision contained to the contrary in this Agreement, it is expressly clarified that Quick Heal shall have no liability whatsoever for any claims or liabilities arising out of or related to usage of Software by such third parties as mentioned in this clause.

- 14.3 Force Majeure:** Except for Your payment obligations (if any) to Quick Heal in relation to this Agreement, neither party is liable for delays or failures to perform any of its obligations under this Agreement to the extent caused by a Force Majeure Event.
- 14.4 Notices:** Any notice given under or in relation to this Agreement must be in writing, signed by or on behalf of the party giving it, and addressed to Quick Heal's corresponding address, or to You, at the contact information You provided when purchasing license to the Software. Notices shall be considered delivered when received if delivered by hand with receipt; the next business day after sending it by pre-paid, nationally-recognized, overnight air courier with tracking capabilities; or five (5) business days after being sent by registered or certified airmail, return receipt required, postage prepaid, to the address mentioned above.
- 14.5 Waiver:** A party's failure or delay in enforcing any provision of this Agreement shall not operate as a waiver of the right to enforce that provision or any other provision of this Agreement at any time. A waiver of any provision of this Agreement must be in writing, specify the provision to be waived and signed by the party agreeing to the waiver.
- 14.6 Severability:** If a court holds that any provision of this Agreement is invalid or unenforceable under applicable law, the court shall modify the provision to the minimum extent necessary to make it valid and enforceable or, if it cannot be made valid and enforceable, the court shall sever and delete the provision from this Agreement. The change shall affect neither the validity of the amended provision nor the validity of any other provision of this Agreement, which shall continue in full force and effect.
- 14.7 Entire Agreement and Amendments:** This Agreement constitutes the entire understanding between Quick Heal and You relating to its subject-matter and supersede all oral or written proposals, and all communications between the parties relating to its subject-matter. Quick Heal reserves the right to amend any terms of this Agreement at any time and endeavor to notify the same to You. Any amendment shall be effective on the posting of an updated version at <https://www.quickheal.co.in> or the successor URL. You agree that Your continued access or use of the Software or the Cloud Offerings constitutes Your consent to the amended Agreement.
- 14.8 Third Party Rights:** Other than as expressly set out in this Agreement, this Agreement does not create any rights for any person who is not a party to it, and no person who is not a party to this Agreement may enforce any of its terms or rely on any exclusion or limitation contained in it.
- 14.9 Governing Law and Jurisdiction:** This Agreement shall be governed by and construed in accordance with the laws of India without reference to conflict of laws principles. The courts of Pune, India shall have the exclusive jurisdiction over all disputes arising out of or related to this Agreement or its subject-matter. The United Nations Convention on Contracts for the International Sale of Goods and the Uniform Computer Information Transactions Act do not apply to this Agreement.
- 14.10 Additional documents and references:** References to hyperlinked terms in this Agreement are references to the terms or content linked to the hyperlink (or the replacement hyperlink as Quick Heal may identify from time to time) as amended from time to time. You acknowledge that the terms or content in the hyperlink are incorporated in this Agreement by reference and that it is Your responsibility to review the terms or content in the hyperlinks referenced in this Agreement.
- 14.11 Survival:** The following clauses, together with any other terms necessary for the interpretation or enforcement of this Agreement, shall survive the expiry or termination of this Agreement: Confidential Information, Information Collection and Customer Data, Limited Warranty and Disclaimers, Indemnity, Limitations and Exclusions of Liability, Governing Law and Jurisdiction and Survival.