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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:

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- **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 royalty-free software that requires, as a condition of use, modification or distribution of the software or any other software incorporated into, derived from, distributed with the software (derivative software), any of the following:
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- **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 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.

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- **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.
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- 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

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- (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;
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- **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 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 Page 6 of 11

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9.2 FURTHER LIMITATIONS: OUICK 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.

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- **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 <u>https://www.quickheal.co.in/retail-products-end-of-life-policy</u>. 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 (including 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 (**FOSS Code**). FOSS Code components included with the Software are made available by Quick Heal under the terms of the applicable FOSS Code license for such component; Your receipt of FOSS Code components from Quick Heal under this Agreement neither enlarges nor curtails Your rights or obligations defined by the FOSS Code license applicable to the FOSS Code component. The list of FOSS Code licenses for FOSS Code components is included within the respective Software or any other file accompanying the respective Software. If any 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 prepaid, 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. Any amendment shall be effective on the posting of an updated version at <u>https://www.quickheal.co.in</u> or the successor URL.
- **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.