



# **KEYDOCS SAAS MASTER SUBSCRIPTION AGREEMENT**

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# KEYDOCS SaaS MASTER SUBSCRIPTION AGREEMENT

This SaaS Subscription Agreement (**Agreement**) is entered into on [Date] between KeyDocs Pty Ltd (ABN 26 678 390 764) (**Company**), and [Customer] (**Customer**).

## BACKGROUND

- (A) This Agreement is for the Company to provide the Customer the services outlined in Schedule 2 (**Subscription**), which includes access to the software the Company provides as part of the Service (**Software**).
- (B) This Agreement also includes and incorporates Schedule 1.
- (C) This Agreement may be accepted electronically, including through click-through acceptance of the Company's Enterprise Terms of Service, and such acceptance constitutes a binding agreement between the parties.

## OPERATIVE PROVISIONS

### 1. Definitions and Interpretation

#### 1.1 Definitions

In this agreement unless the context otherwise requires:

**Intellectual Property** means copyrights, patents, trade marks, service marks, trade names, designs, and similar industrial, commercial and intellectual property (whether registered or not and whether protected by statute or not and including formulae, recipes and know-how).

**Enterprise Terms of Service** means the click-through terms presented to the Customer or its Authorised Users at the point of accessing the Subscription, as updated by the Company from time to time.

**Authorised Users** means individuals authorised by the Customer to access and use the Subscription on the Customer's behalf.

## 1.2 Interpretations

In this agreement unless the context otherwise requires:

- (a) a reference to any legislation or legislative provision includes any statutory modification or re-enactment of, or legislative provision substituted for, and any subordinate legislation issued under, that legislation or legislative provision;
- (b) the singular includes the plural and vice versa;
- (c) a reference to an individual or person includes a corporation, partnership, joint venture, association, authority, trust, state or government and vice versa;
- (d) a reference to any gender refers to all genders;
- (e) a reference to a recital, clause, schedule, annexure or exhibit is to a recital, clause, schedule, annexure or exhibit of or to this agreement;
- (f) a recital, schedule, annexure or description of the parties forms part of this agreement;
- (g) a reference to any agreement or document is to that agreement or document (and, where applicable, any of its provisions), as amended, novated, supplemented or replaced from time to time;
- (h) a reference to any party to this agreement, or any other document or arrangement, includes that party's executors, administrators, substitutes, successors and permitted assigns;
- (i) where an expression is defined, another part of speech or grammatical form of that expression has a corresponding meaning;
- (j) where an expression is defined anywhere in this agreement it has the same meaning throughout;
- (k) a reference to time is local time in Melbourne Victoria Australia; and
- (l) a reference to "dollars" or "\$" is to an amount in Australian currency.

- (m) a reference to execution or acceptance of this Agreement includes electronic acceptance, including acceptance by click-through or continued use of the Subscription following presentation of the Enterprise Terms of Service.

### **SaaS Subscription and Support**

- (a) Subject to the terms of this Agreement, the Company will use commercially reasonable efforts to provide the Customer the Subscription in accordance with the Service Level Terms attached in Schedule 1.
- (b) Subject to this Agreement, the Company will provide the Customer with reasonable technical support services in accordance with the Company's standard practice.
- (c) Unless otherwise stated in the Order Form, the Subscription Services shall automatically renew for successive terms of equal length (each a "Renewal Term") unless either Party provides written notice of non-renewal at least sixty (60) days prior to the end of the then-current term.
- (d) Renewal fees shall be invoiced at the Company's then-current subscription rates unless otherwise agreed in writing.
- (e) Inquiries should be directed to [info@keydocs.com](mailto:info@keydocs.com).

## **2. Restrictions and Responsibilities**

- (a) Except as otherwise permitted by the Copyright Act 1968 (Cth) or agreed to in writing by KeyDocs, the Customer must not:
  - (i) Access to or use of the Subscription following acceptance of the Enterprise Terms of Service constitutes acceptance of this Agreement by the Customer.
  - (ii) modify the Software or merge any aspect of the Software with another programme, record, reverse engineer, copy, duplicate, reproduce, create derivative works from, frame, download, display, transmit or distribute any of the Software, the source code of the Software or any documents, manuals or setup instructions provided with the Software or in relation to the Subscription;

- (iii) licence, sell, rent, lease, transfer, assign or otherwise commercially exploit the Software or the Subscription;
  - (iv) engage in unauthorised access to or use of data, services, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network or to breach security and authentication measures;
  - (v) access, store, distribute or transmit:
    - (A) viruses, worms, trojan or other malicious code that corrupts, degrades or disrupts the operation of the Software;
    - (B) material that is unlawful, unethical, harmful, threatening, defamatory, obscene, infringing, harassing or racially or ethnically offensive or a contravention of the rights of any third party;
    - (C) material that facilitates illegal activity; or
    - (D) material that abuses or causes damage or injury to any person or property;
  - (vi) provide Software login details or passwords, to unauthorised third parties.
- (b) With respect to any Subscription distributed or provided to the Customer for use on the Customer's premises or devices, the Company hereby grants the Customer a non-exclusive, non-transferable, non-sublicensable licence to use such Subscription during the Term only in connection with the Subscription.
- (c) The Customer represents, covenants, and warrants that the Customer will use the Subscription only in compliance with the Company's standard published policies then in effect (**Policy**) and all applicable laws and regulations.
- (d) The Customer hereby agrees to indemnify and hold harmless the Company against any damages, losses, liabilities, settlements and expenses (including without limitation costs and legal fees) in connection with any claim or action that arises from an alleged violation of the foregoing or otherwise from the Customer's use of the Subscription, the Company may do so and may prohibit any use of the Subscription it believes may be (or alleged to be) in violation of the foregoing.

(e) The Customer shall be responsible for obtaining and maintaining any equipment and ancillary services needed to connect to, access or otherwise use the Subscription, including without limitation, models, hardware, servers, software, operating systems, networking, web servers and the like (collectively, **Equipment**). The Customer shall also be responsible for maintaining the security of the Equipment, the Customer account, passwords (including but not limited to administrative and user passwords) and files, and for all uses of the Customer account or the Equipment with or without the Customer's knowledge or consent.

### 3. Confidentiality and Proprietary Rights

- (a) Each party (**Receiving Party**) understands that the other party (**Disclosing Party**) has disclosed or may disclose business, technical or financial information relating to Disclosing Party's business (referred to as **Proprietary Information** of the Disclosing Party).
- (b) Proprietary Information of the Company includes non-public information regarding features, functionality and performance of the Subscription. Proprietary information of the Customer includes non-public data provided by the Customer to the Company to enable the provision of the Subscription (**Customer Data**).
- (c) The Receiving Party agrees:
  - (i) to take reasonable precautions to protect such Proprietary Information, and
  - (ii) not to use (except in performance of the Subscription or as otherwise permitted in this Agreement) or divulge to any third person any such Proprietary Information. The Disclosing Party agrees that the foregoing shall not apply with respect to any information after **five (5) years** following the disclosure thereof or any information that the Receiving Party can document (a) is or becomes generally available to the public, or (b) was in its possession or known by it prior to receipt from the Disclosing Party, or (c) was rightfully disclosed to it without restriction by a third party, or (d) was independently developed without use of any Proprietary Information of the Disclosing Party or (e) is required to be disclosed by law.
  - (iii) The Customer is responsible for ensuring that all Authorised Users comply with this Agreement and the Enterprise Terms of Service.
- (d) The Customer shall own all right, title and interest in and to the Customer Data, as well as any data that is based on or derived from the Customer Data and provided to the Customer as part of the Subscription. The Company shall own and retain all right, title and interest in and to (a) the Subscription, all improvements, enhancements or modifications thereto, (b) any software,

applications, inventions or other technology developed in connection with Implementation Subscription or support, and (c) all Intellectual Property related to any of the foregoing.

- (e) Notwithstanding anything to the contrary, the Company shall have the right to collect and analyse data and other information relating to the provision, use and performance of various aspects of the Subscription and related systems and technologies (including, without limitation, information concerning Customer Data and data derived therefrom), and the Company will be free (during and after the term) to (i) use such information and data to improve and enhance the Subscription and for other development, diagnostic and corrective purposes in connection with the Subscription and other Company offerings, and (ii) disclose such data solely in aggregate or other de-identified form in connection with its business.
- (f) Both parties agree to promptly destroy any Proprietary Information of the other party that is within their possession when this Agreement is terminated.
- (g) No rights or licences are granted except as expressly set out in this Agreement.

#### **4. Intellectual Property**

- (a) Subject to clauses 5(a) and 5(b), the Company grants the Customer a personal, non-exclusive, non-transferable and revocable licence to permit its authorised users to access and use the Software and the Subscription (including the Intellectual Property contained therein) throughout the world during the Term.
- (b) All rights, title or interest in and to the Software and any information or technology that may be provided to, or accessed by, you in connection with your use of the Software or Subscription is owned, and will remain owned, by the Company or its licensors (**Provider IP**). Using the Software or the Subscription does not transfer any ownership or rights, title or interest in and to the Provider IP.
- (c) All Intellectual Property discovered, developed or otherwise coming into existence as a result of, for the purpose of, or in connection with, the Software of the provision of any Subscription will automatically vest in, and are

assigned to, the Company, including any enhancements, improvements and modifications to the Provider IP (collectively **Developed IP**).

- (d) The Customer must not represent to anyone or in any manner whatsoever that they are the proprietor of the Software and/or the Provider IP.
- (e) The Customer agrees that the Company may refer to the Customer, their business name, publish their logo and/or trade mark and make reference to the Customer as a customer of the Company in any communications or publications for the purposes of marketing or promoting the Company's business.
- (f) Nothing in the Enterprise Terms of Service grants any rights in the Intellectual Property beyond those expressly set out in this Agreement.

## 5. Payment of Fees

- (a) The Customer will pay the Company the then applicable fees described in the Order Form for the Subscription and Implementation Subscription in accordance with this Agreement (**Fees**).
- (b) Payment of Fees may be made using third-party applications and services not owned, operated, or otherwise controlled by the Company. The Customer acknowledges and agrees that the Company will not be liable for any losses or damage arising from the operations of third-party payment applications and services. The Customer further acknowledge and warrant that they have read, understood and agree to be bound by the terms and conditions of the applicable third-party payment applications and services they choose to use as a payment method for the Subscription.
- (c) If the Customer's use of the Subscription exceeds the Service Capacity set forth on the Order Form or otherwise requires the payment of additional fees (per the terms of this Agreement), the Customer shall be billed for such usage and the Customer agrees to pay the additional fees in the manner provided in this Agreement.
- (d) The Company reserves the right to change the Fees or applicable charges and to institute new charges and Fees at the end of the Initial Service Term or the

current renewal term, upon **thirty (30)** days prior notice to the Customer (which may be sent by email).

- (e) If the Customer believes that the Company has billed the Customer incorrectly, the Customer must contact the Company no later than **sixty (60)** days after the closing date on the first billing statement in which the error or problem appeared, in order to receive an adjustment or credit. Inquiries should be directed to the Company's customer support department.
- (f) The Company may choose to bill through an invoice, in which case, full payment for the invoices issued in any given month must be received by the Company **thirty (30)** days after the mailing date of the invoice.
- (g) Unpaid amounts are subject to an interest charge of **1.5% per month** on any outstanding balance, or the maximum permitted by law, whichever is lower, plus all expenses of collection and may result in immediate termination of Service.
- (h) Where applicable, any goods or services tax, charge, impost or duty payable in respect of this Agreement or the supply of any goods or service made under or in respect of this Agreement and any other taxes, duties or levies will be paid by the Customer at the then-prevailing rate.
- (i) An Order Form may be accepted by written execution, electronic acceptance, or by activation or continued use of the Subscription following acceptance of the Enterprise Terms of Service.

## 6. Term and Termination

- (a) Subject to earlier termination as provided below, this Agreement is for the Initial Service Term as specified in the Order Form, and shall be automatically renewed for additional periods of the same duration as the Initial Service Term (collectively, **Term**), unless either party requests termination at least **sixty (60) days** prior to the end of the then-current term.
- (b) In addition to any other remedies it may have, either party may also terminate this Agreement upon **sixty (60) days** notice (or without notice in the case of non-payment), if the other party materially breaches and of the terms or

conditions of this Agreement. The Customer will pay in full for the Subscription up to and including the last day on which the Subscription are provided. Upon any termination, the Company will make Customer Data available to the Customer in a form the Company deems appropriate for a period of **thirty (30) days**, but thereafter the Company may, but is not obligated to, delete stored Customer Data. All sections of this Agreement which by their nature should survive termination will survive termination, including, without limitation, accrued rights to payment, confidentiality obligations, warranty disclaimers, and limitations of liability. Termination or suspension under the Enterprise Terms of Service will be deemed termination or suspension under this Agreement.

## **7. Warranty and Disclaimer**

- (a) The Company shall use reasonable efforts with prevailing industry standards to maintain the Subscription in a manner which minimises errors and interruptions in the Subscription and shall perform the Implementation Subscription in a professional and proper manner. Subscription may be temporarily unavailable for scheduled maintenance or for unscheduled emergency maintenance, either by the Company or by third-party providers, or because of other causes beyond the Company's reasonable control, but the Company shall use reasonable efforts to provide advance notice in writing or by email of any scheduled service disruption. However, the Company does not warrant that the Subscription will be uninterrupted or error free; nor does it make any warranty as to the results that may be obtained from use of the Subscription.
- (b) While all due care has been taken, the Company does not warrant that the operation of the Subscription will be uninterrupted or error free or that any third party components of the Subscription, will be accurate or error free of that the Subscription will be compatible with any application, program or software not specifically identified as compatible by the Company.
- (c) To the maximum extent permitted by law, no further warranty, condition, undertaking or term, express or implied, statutory or otherwise as to the

condition, quality, performance or fitness for purpose of the Software provided hereunder is given or assumed by the Company other than as required at law.

- (d) The Company makes no representations, warranties or guarantees:
  - (i) the content available on, or produced by or via, the Software is accurate, complete, reliable, current, error-free or suitable for any particular purpose; or
  - (ii) that the Software and/or the Subscription are or will be free from viruses, worm, trojan or other malicious code. The Customer is responsible for taking precautions in this respect.
- (e) The Company's obligations and the Customer's exclusive remedy during the Term are limited, in the Company's absolute discretion, to:
  - (i) Service Restoration – if the Service experience downtime, performance degradation, or errors that prevent the Customer from accessing the Subscription in accordance with the agreed-upon service levels, the Company may take commercially reasonable steps to restore the affected Subscription as soon as practicable.
  - (ii) Bug Fixes and Patches – if the Service contains errors, defects, or vulnerabilities that impact functionality, the Company may, at its discretion, provide updates, patches, or workarounds to resolve such issues within a reasonable time frame.
  - (iii) Feature Enhancements & Maintenance Releases – the Company may, at its discretion, provide enhancements, updates, or new releases of the KeyDocs platform as part of its continuous improvement efforts. However, the Company is not obligated to develop or release specific features unless explicitly agreed in writing.
  - (iv) Termination or Refund (if applicable) – if the Company determines that it is unable to restore, correct, or continue providing the affected Service, it may at its sole discretion:
    - i. Terminate the affected portion of the Service, with no further liability beyond prorated service fees for the unused portion of the Subscription Term; or

- ii. Issue a partial refund for the affected Service, as determined by the Company.
- (f) The Customer acknowledges and accepts that it is the Customer's sole responsibility to ensure that:
  - (i) the facilities and functions of the Subscription meet the Customer's requirements;
  - (ii) the Subscription are appropriate for the specific circumstance of the Customer and are within the laws and regulations of the Customer's jurisdiction.
  - (iii) the Company does not purport to provide any legal, taxation or accountancy advice by providing the Service under this Agreement.
- (g) The Company will not be liable for any failure of the Subscription to provide any function not described in the documentation (provided online as part of the Subscription) or any failure attributable to:
  - (i) any modification to the Subscription other than by the Company;
  - (ii) accident, abuse or misapplication of Subscription by the Customer;
  - (iii) use of the Subscription with other software or equipment without the Company's written consent;
  - (iv) use of other than the latest, unaltered current release of the Subscription;
  - or
  - (v) use of other than in accordance with this Agreement.
- (h) If, upon investigation, a problem with the Subscription is determined not to be the Company's responsibility, the Company may invoice the Customer immediately for all reasonable costs and expenses incurred by the Company in the course of or in consequence of such investigation.

## **8. Indemnity**

The Customer will at all times indemnify and hold harmless the Company and its officers, employees and agents in respect of any third party claim for any injury, loss, damage or expense occasioned by or arising directly or indirectly from:

- (a) a breach by the Customer of its obligations under this Agreement;
- (b) any willful, unlawful or negligent act or omission of the Customer.

## 9. Limitation on liability

- (a) Except in the case of death or personal injury caused by the Company's negligence, the liability of the Company under or in connection with this Agreement whether arising in contract, tort, negligence, breach of statutory duty or otherwise must not exceed the fees paid by the Customer to the Company for the Subscription under this Agreement in the **twelve (12) months** prior to the act that gave rise to the liability, in each case, whether or not the Company has been advised of the possibility of such damages.
- (b) Neither party is liable to the other party in contract, tort, negligence, breach of statutory duty or otherwise for any loss, damage, costs or expenses of any nature whatsoever incurred or suffered by that other party of an indirect or consequential nature including any economic loss or other loss of turnover, profits, business or goodwill.

## 10. Dispute Resolution and Mediation

- (a) If a dispute arises out of or relates to the terms of this Agreement, neither Party may commence any legal proceedings in relation to the dispute, unless the following clauses have been complied with (except where urgent interlocutory relief is sought).
- (b) A Party to this Agreement claiming a dispute (**Dispute**) has arisen under the terms of this Agreement, must give written notice to the other Party detailing the nature of the Dispute, the desired outcome, and the action required to settle the Dispute (**Dispute Notice**).
- (c) On receipt of the Dispute Notice by the other Party, the Parties to this Agreement must within **seven (7) days** of the Dispute Notice endeavour in good faith to resolve the Dispute expeditiously by negotiation or such other means upon which they may mutually agree.
- (d) If for any reason whatsoever, **21 days** after the date of the Dispute Notice, the Dispute has not been resolved the Parties must either agree upon selection of a mediator or request that an appropriate mediator be appointed by of his or her nominee and attend a mediation.

- (e) It is agreed that mediation will be held in Melbourne, Australia.
- (f) The Parties are equally liable for the fees and reasonable expenses of a mediator and the cost of the venue of the mediation and without limiting the foregoing, undertake to pay any amounts requested by the mediator as a pre-condition to the mediation commencing. The Parties must each pay their own costs associated with the mediation.
- (g) All communications concerning negotiations made by the Parties arising out of and in connection with this dispute resolution clause are confidential and to the fullest extent possible, must be treated as “without prejudice” communications.
- (h) If thirty (30) days have elapsed after the start of a mediation of the Dispute and the Dispute has not been resolved, either Party may ask the mediator to terminate the mediation and the mediator must do so.
- (i) In the event that the Dispute is not resolved at the conclusion of the mediation, either Party may institute legal proceedings concerning the subject matter of the Dispute thereafter.

## **11. General**

- (a) This Agreement may be executed or accepted electronically, including by click-through acceptance, and such acceptance will be deemed execution of this Agreement.
- (b) If any provision of this Agreement is found to be unenforceable or invalid, that provision will be limited or eliminated to the minimum extent necessary so that this Agreement will otherwise remain in full force and effect and enforceable.
- (c) This Agreement is not assignable, transferable or sublicensable by the Customer except with the Company’s prior written consent. The Company may transfer and assign any of its rights and obligations under this Agreement without consent.
- (d) This Agreement is complete and exclusive statement of the mutual understanding of the parties and supersedes and cancels all previous written and oral agreements, communications and other understandings relating to the subject matter of this Agreement, and that all waivers and modifications

must be in writing signed by both parties, except as otherwise provided in this Agreement.

- (e) No agency, partnership, joint venture, or employment is created as a result of this Agreement and the Customer does not have any authority of any kind to bind the Company in any respect whatsoever. In any action or proceeding to enforce rights under this Agreement, the prevailing party will be entitled to recover costs and legal fees.
- (f) All notices under this Agreement will be in writing and will be deemed to have been duly given when received, if personally delivered; when receipt is electronically confirmed, if transmitted by facsimile or email; the data after it is sent, if next day delivery by recognized overnight delivery service; and upon receipt, if sent by certified or registered mail, return receipt requested.
- (g) This Agreement takes effect, is governed by, and will be construed in accordance with the laws from time to time in Melbourne, Australia.
- (h) Order of Precedence In the event of any inconsistency, the order of precedence is:
  - i. an accepted Order Form;
  - ii. this SaaS Subscription Agreement; and
  - iii. the Enterprise Terms of Service.



**Executed as an agreement**

Executed as an agreement, by electronic acceptance or click-through acceptance of the Enterprise Terms of Service.

## SCHEDULE 1 Specifications

Services to be agreed and provided as a SOW for each instance where required for an engagement or subscription. Example below, based on our standard tiers which can be tailored for each subscription.

Support Tier	Starter	Growth	Pro
Technical Support	Level 4 – Vendor Technical Support	Level 4 – Vendor Technical Support	Level 4 – Vendor Technical Support
Helpdesk Service Availability	Support email & ticketing system	Support email & ticketing system On-call available during Business Days, 8AM-5PM AEST	Support email & ticketing system On-call available during Business Days, 8AM-5PM AEST
Authorised Support Contacts	Up to 1	Up to 2	Up to 5
Defect Response Time	Within 2 business days	Within 2 business days	Within 12 business hours
Defect Resolution Time	Best efforts	Within 7 business days	Within 2 business days
Service Portal Training Material	Guides and FAQs	Guides and FAQs	Guides and FAQs
Support Exclusions	There are no maintenance and support services for errors or problems caused by: (i) unauthorised modifications of the Software; (ii) by Customer’s failure to follow operating procedures and/or Documentation for the Software; Maintenance and Support services to correct these errors and/or problems may be charged at standard Time & Material hourly rates plus expenses.		

### Scheduled Maintenance

- KeyDocs will perform maintenance outside peak hours where possible.
- Notifications sent to the Customer at least 48 hours in advance.



## **SCHEDULE 2 SAAS Subscription Order Form**

Services to be agreed and provided as a SOW for each instance where required for an engagement or subscription.