

Document Title	Version	Date Published	Changes from previous version
Customer – applicable from 1 November 2025			
Master Services Agreement	1.0	31 Oct 2025	
Professional Services Agreement	1.0	31 Oct 2025	
Territory Specific Terms	1.0	31 Oct 2025	
Support and Maintenance Terms	1.0	31 Oct 2025	
Product Specific Terms	1.2	29 Apr 2026	AIME Sales launch. Phyron 12 months minimum term introduced
Terms of Use	1.0	31 Oct 2025	
EU Data Act Addendum	1.0	16 Jan 2026	
Product Lifecycle Policy	1.0	31 Oct 2025	
Customer - Privacy Hub			
Data Processing Addendum	2.0	27 Sep 2024	Updated to include all Keyloop markets
	2.1	12 Jan 2026	Updated following annual review to reflect EDPB Guidelines and incorporate KSA SCCs
Sub-Processors	1.3	16 Apr 2025	AWS added as a sub-processor for API traffic gateway to authorise and authenticate
Data Processing Particulars	1.0	7 Aug 2023	
Technical and Organisational Security Measures	1.0	Jan 2025	Last reviewed Jan 2025; no material changes
	1.1	27 Jan 2026	Revised version published following annual review
Customer – Archive UKI			
Standard Terms and Conditions – UK&I	1.0	7 Aug 2023	Designated UK&I, update to professional services commitments, removal of SoW online library, clarification of FAQs
Product Specific Terms	1.3	25 Nov 2024	AI Assistance product clauses added

Support and Maintenance Terms	1.2	28 Mar 2025	Routine maintenance window introduced. Changes to vary support service charges upon notice for legacy products in cl 10.7. Service downtime definition simplified.
On-Premise Terms	1.0	7 Aug 2023	
Partner - Guides			
Application Partner Guide	1.4	4 Aug 2023	
Co-delivery Partner Guide	1.0	4 Aug 2023	
Consultancy Partner Guide	1.0	4 Aug 2023	
Partner Marketing Guide	1.0	4 Aug 2023	
Distribution Partner Marketing Guide	1.0	25 Mar 2025	
Customer Hub Guide - Partner	1.2	25 Mar 2025	
Customer Hub Guide – Distribution Partner	1.2	25 Mar 2025	
Partner – Activation Forms			
Autoline Drive	1.0	4 Aug 2023	
Autoline	1.0	4 Aug 2023	
Automaster	1.0	4 Aug 2023	
Generic	1.0	4 Aug 2023	
Supplier			
Standard Purchase Order Terms	4.0	04 Feb 2025	Updated to address software procurement
Standard DPA	2.0	28 Mar 2025	Security clauses refined and linked with technical measures
Global Supplier Code of Conduct	1.0	31 Jan 2024	