

## **Order Form**

In this Order Form, capitalised expressions shall have the meanings set out in Call Off Schedule 1 (Definitions), Framework Schedule 1 or the relevant Call Off Schedule in which that capitalised expression appears.

The Supplier shall supply the Goods and/or Services specified in this Order Form to the Customer on and subject to the terms of the Call Off Contract for the duration of the Call Off Period.

This Order Form should be used by Customers post running a Further Competition Procedure under the Technology Products 2 Framework Agreement ref. RM3733.

The Call Off Terms, referred to throughout this document, are available from the Crown Commercial Service website at <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3733>

## Section A

### General information

This Order Form is issued in accordance with the provisions of the Technology Products 2 Framework Agreement RM3733.

<b>Customer details</b>
<b>Customer organisation name</b> Home Office
<b>Billing address</b> Your organisation's billing address - please ensure you include a postcode Home Office Shared Service Centre, PO Box 5015, Newport, Gwent, NP20 9BB
<b>Customer representative name</b> The name of your point of contact for this Order REDACTED
<b>Customer representative contact details</b> Email and telephone contact details for the Customer's representative REDACTED

<b>Supplier details</b>
<b>Supplier name</b> The Supplier organisation name, as it appears in the Framework Agreement Specialist Computer Centers Plc
<b>Supplier address</b> Supplier's registered address James House, Warwick Road, Birmingham, B11 2LE
<b>Supplier representative name</b> The name of the Supplier point of contact for this Order REDACTED
<b>Supplier representative contact details</b> Email and telephone contact details of the supplier's representative REDACTED
<b>Order reference number</b> OPP-2407092

## Section B

### Overview of the requirement

<b>Framework Lot under which this Order is being placed</b> Tick one box below as applicable	
1.   HARDWARE	<input type="checkbox"/>
2.   SOFTWARE	<input checked="" type="checkbox"/>

- |   |                          |
|---|--------------------------|
| 3. COMBINED SOFTWARE AND HARDWARE REQUIREMENTS    | <input type="checkbox"/> |
| 4. INFORMATION ASSURED PRODUCTS                   | <input type="checkbox"/> |
| 5. VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM) | <input type="checkbox"/> |

### Customer project reference

Please provide a project reference, this will be used in management information provided by suppliers to assist CCS with framework management

CCZN17A26

### Call Off Commencement Date

The Call Off Commencement Date is the date on which the Call Off Contract is formed – this should be the date of the last signature on Section E of this Order Form

23/12/2017

### Call Off Contract Period (Term)

A period in Months which does not exceed 60 Months (5 years) - **leave blank if this is a simple transactional Goods purchase.** Where established as an initial and extension period complete the fields below

1 year with an option to extend for an additional 2 years

**Call Off Initial Period** Months

1 year

**Call Off Extension Period (Optional)** Months

2 x 1 year options

### Specific Standards or compliance requirements

Include any conformance or compliance requirements with which the Goods and/or Services must meet

N/A

## Section C

### Customer Core Goods and/or Services Requirements

Please provide details of all Goods and/or Services required (including any items which are considered business critical) including the locations where the supplier will be required to deliver the service/s Ordered.

#### Goods and/or Services

*To include where relevant Packing/Packaging*

- 1.1 The requirement is detailed as follows:
- 1.1.1 Kana Annual Support & Maintenance.
  - 1.1.2 Allegations Handling Main Support.
  - 1.1.3 Allegations BI Support.
  - 1.1.4 Allegations Handling KM Support.
- 1.2 The standard support will be required as follows:
- 1.2.1 09:00 – 17:30 Monday to Friday, excluding Bank Holidays.
- 1.3 No alternative Software Support will be accepted.

#### Warranty Period, if applicable

N/A

#### Location/Site(s) for Delivery

Home Office,  
Metro Point 2<sup>nd</sup> Floor,  
49 Sydenham Road,  
Croydon,  
Surrey,  
CR0 2EU

#### Dates for Delivery of the Goods and/or the Services

23/12/2017

**Software** List product details under each relevant heading below

#### Supplier Software

Kana

#### Third Party Software

Verint Licences

Include license or link in Call Off  
Schedule 3

#### Maintenance Agreement

Verint Support

Include terms or link in Call Off Schedule 3

#### Additional Clauses (see Annex 3 of Framework Schedule 4) Tick as required

##### Alternative Clauses

Scots Law  
Or

☐

Northern Ireland Law

☐

Non-Crown Bodies

☐

Non-FOIA Public  
Bodies

☐

##### Additional Clauses

Tick one box below as applicable

A: Termed Delivery – Goods

☐

B: Complex Delivery – Solutions  
(includes Termed Delivery – Goods)

☐

**NB Both of the above options  
require an Implementation Plan  
which should be appended to this  
Order Form**

##### Optional Clauses

Tick any applicable boxes below

C: Due Diligence

☐

D: Call Off Guarantee

☐

E: NHS Coding  
Requirements

☐

F: Continuous Improvement  
& Benchmarking

☐

G: Customer Premises

☐

H: Customer Property ☐

I: MOD Additional Clauses ☐

**Items licensed by the Customer to the Supplier (including any Customer Software, Customer Background IPR and Customer Data)**

List below

N/A

**Call Off Contract Charges payable by the Customer to the Supplier (including any applicable Milestone Payments and/or discount(s), but excluding VAT) and payment terms/profile including method of payment (e.g. Government Procurement Card (GPC) or BACS)**

Year 1 costs - £50,296.05 with an option to extend for a further 2 years (1 + 1 basis).

Total contract value will be £150,888.15.

**Is a Financed Purchase Agreement being used?**

☐

Tick as required

If so, append to Call Off Schedule 2 as Annex A

**Estimated Year 1 Call Off Contract Charges (£)**

£50,296.05

For Orders with a defined Call Off Contract Period

## Section D

### Supplier response

Suppliers - use this section to provide any details that may be relevant in the fulfilment of the Customer Order

**Commercially Sensitive information**

Any information that the Supplier considers sensitive for the duration of an awarded Call Off Contract

**Breakdown of Pricing**

**Total contract value**

Please provide the total contract value (for the Call Off Initial Period) as detailed in your response to the Customer's statement of requirements

£50,296.05 for year 1, Changes for the extension period will be quoted prior to the renewal

Section E  
Call Off Contract award

This Call Off Contract is awarded in accordance with the provisions of the Technology Products 2 Framework Agreement RM3733.

The Supplier shall supply the Goods and/or Services specified in this Order Form to the Customer on and subject to the terms of this Order Form and the Call Off Terms (together referred to as “the Call Off Contract”) for the duration of the Call Off Contract Period.

SIGNATURES

For and on behalf of the Supplier

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	REDACTED

For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	REDACTED

## Schedule 3

### Third Party Software and Maintenance Terms

VERINT SYSTEMS UK LIMITED ("VERINT") A COMPANY REGISTERED IN ENGLAND WITH REGISTRATION NO. 02602824, WHOSE PRINCIPLE PLACE OF BUSINESS IS 241 BROOKLANDS ROAD, WEYBRIDGE SURREY KT13 0RH, EITHER DIRECTLY, OR THROUGH ITS AUTHORITISED RESELLER ("RESELLER"), IS WILLING TO LICENCE EACH OF THE SOFTWARE PROGRAMS ("SOFTWARE") AND ANY ACCOMPANYING USER DOCUMENTATION ("DOCUMENTATION"; THE SOFTWARE AND DOCUMENTATION ARE COLLECTIVELY REFERRED TO AS THE "PRODUCT"), PERFORM SUPPORT SERVICES RELATED TO THE PRODUCT(S), AND PERFORM OTHER SERVICES, IN ACCORDANCE WITH AND SUBJECT TO YOUR ACCEPTANCE OF THE TERMS AND CONDITIONS OF THIS AGREEMENT ("AGREEMENT"). THE SPECIFIC PRODUCT(S) AND SERVICES TO BE PROVIDED HEREUNDER ARE AS SPECIFIED IN PURCHASE ORDER TO WHICH THIS AGREEMENT IS ATTACHED ("PURCHASE ORDER"), AND ANY VALID SUBSEQUENT PURCHASE ORDERS. IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF AN ORGANISATION, ALL REFERENCES TO "YOU" OR "YOUR" IN THIS AGREEMENT SHALL MEAN COLLECTIVELY THE ORGANISATION AND THE END USER OF THE SOFTWARE.

**1. OWNERSHIP.** Products provided are not in the public domain. Verint, its affiliates and/or its licensors are the owners of all Product intellectual property rights, including, without limitation, patent, trademark, copyright, and trade secret rights, and the techniques and ideas embodied and expressed therein, including the structure, sequence, and organisation of the Software (collectively, the "Program Concepts"), and any derivatives therefrom. You acknowledge that, except for the limited licence granted hereunder, you have no rights in or to the Product, the Program Concepts, or any derivatives therefrom.

**2. GRANT OF LICENCE.** If you accept the terms and conditions of this Agreement, you are granted a non-exclusive, non-transferable, non-assignable, perpetual (subject to the termination rights herein) licence to use the Product pursuant to the terms of this Agreement and to the extent as described in the Purchase Order. You may only use the Software in object code form solely for internal, in-house use. Upon either Verint or its Reseller accepting an order from you, you are entitled to install and use the Software to the extent and in the manner specified on such order. Except to the extent by law the following rights cannot be restricted, you may not (a) make any copies of the Product or its contents other than additional copies of the Product solely for back-up or archival purposes, (b) sublicense, reproduce, distribute, market, sell, transfer, or disclose the Product to any other party, (c) translate, modify, disassemble, or reverse engineer the Product, (d) create derivative works based on any portion of the Product, (e) obtain possession of any source code or other technical material relating to the Software, (f) use the Software in a production environment for the operation of a service bureau or otherwise directly or indirectly commercially exploit the Software, or (g) remove, alter, or obscure any copyright notice(s) or proprietary legend(s) contained on the media or included in the Product. Your right to use the Product is subject to your fulfilment of all payment obligations for the Product, and your continued compliance with the terms and conditions of this Agreement.

**3. PROPRIETARY RIGHTS AND INFORMATION.** You acknowledge and agree that the Product, Program Concepts, and all other information related thereto or disclosed or delivered to you in relation to this Agreement ("Verint Information") represent Verint and its licensors' confidential and proprietary information. You agree to keep Verint Information confidential by exercising the necessary care required to prevent its disclosure. Notwithstanding the above, you will not disclose, divulge, distribute, publish, transmit or transfer Verint Information to any third party or use Verint Information for any purpose whatsoever other than as

expressly authorised by this Agreement. Your obligations with respect to Verint Information deemed "trade secret" (including, without limitation, all information concerning the use and operation of the Product, and the Product Concepts) under applicable law shall remain in effect for as long as Verint Information remains a trade secret, and for all other information for a period of 3 years following your receipt of Verint Information. Your obligations set forth under this Section shall survive termination of this Agreement. Except as specified in Section 7 below, your licence hereunder does not entitle you to receive any updates or any upgrades, although Verint may provide updates or upgrades to you from time to time. You agree that any updates or upgrades provided to you in Verint's discretion are subject to the terms hereof.

**4. SERVICES.** You may order services from Verint by submitting a request for such services referencing this Agreement. Any services provided hereunder are subject to (i) your performance of any obligations herein, and (ii) the terms of a mutually agreeable implementation plan. You must provide all necessary information, access, workspace, computing resources, and other services and support materials as reasonably required by Verint to perform its duties in a timely manner. All services provided on a time and material basis are charged per person, calculated in 8 hour minimum increments, and subject to additional fees and rates for time in excess of 8 hours per day or incurred on any weekend or holiday recognised by Verint. Services purchased on a fixed fee basis shall expire 6 months from the Purchase Order date, and shall thereafter be forfeited by you. Services scheduling is dependent upon the allocation and availability of Verint resources. For services you cancel where Verint cannot reschedule resources to a comparable assignment during the scheduled period, Verint may charge a cancellation fee equal to 25% of the fee that would have been imposed for such services, plus all expenses Verint cannot reasonably recover. Prior to the installation of the Software, you shall ensure that a suitable Customer Environment is established for use and operation of the Software. You acknowledge that Verint is not responsible for obtaining, licensing or selling any hardware, peripherals or third-party software needed to prepare or maintain the Customer Environment. "Customer Environment" means the computing environment separately procured, prepared and maintained by you for the use and operation of the Software, which meets Verint's then-current minimum system requirements.

**5. WARRANTY.** Verint warrants that: (a) as of date of Software purchase, and for 90 days thereafter, the Software will operate substantially in accordance with the Documentation; and (b) for a period of 30 days after



performance, the services provided hereunder were performed in a timely and professional manner by qualified personnel. This warranty does not apply to defects caused by misuse, neglect, incorrect installation, computing environment or use, any alteration or repair. Any claim for breach of the above warranties must be brought by you within the warranty periods specified above. The exclusive remedy for any breach of the foregoing warranties is for Verint to repair, modify, replace or re-perform (each as applicable). The warranties specified above are subject to the exclusions specified in Section 7, and are subject to applicable law, and Verint shall provide you with additional warranty rights with respect to the Products and Services to the extent those rights cannot be excluded by those laws.

**6. WARRANTY DISCLAIMER. EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, VERINT DOES NOT MAKE AND EXPRESSLY EXCLUDES ALL WARRANTIES AND REPRESENTATIONS WITH RESPECT TO THE PRODUCTS, UPGRADES OR UPDATES (AND ANY COPIES OF THE SAME), SUPPORT AND SERVICES PROVIDED HEREUNDER OR OTHERWISE REGARDING THIS AGREEMENT, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED TERMS OF QUALITY, ACCURACY, NON-INFRINGEMENT, SYSTEM INTEGRATION, AND FITNESS FOR A PARTICULAR PURPOSE. WITHOUT LIMITING THE FOREGOING, VERINT DOES NOT WARRANT THAT ALL ERRORS CAN BE CORRECTED, OR THAT OPERATION OF THE PRODUCT SHALL BE UNINTERRUPTED OR ERROR-FREE.**

**7. SUPPORT.** Subject to payment to Verint of all annual Product support fees applicable to your specific support level as further described at <http://www.verint.com/corporate/misc/verint-global-maintenance-and-support-plan-all-regions.pdf> ("Support Plan"), Verint shall use commercially reasonable efforts to provide you: (i) direct access via telephone to Verint's support center during support level hours, (ii) error corrections for Product errors to allow the Software to operate substantially in accordance with the Documentation, and (iii) updates and upgrades that Verint, in its sole discretion, generally offers to its customers at your support level. Verint reserves the right to charge you for new functionality that may be offered by Verint from time to time. Support shall be provided by Verint only for the then-current Product version and for the immediately preceding minor release for the period specified in the Support Plan. Verint shall have no responsibility or liability for: (a) your failure to (1) correctly install any error corrections, updates, or upgrades (2) prepare and maintain the Customer Environment, (3) grant Verint access and security authorization and provide necessary communications mechanisms for remote access; (b) errors resulting from misuse, abuse, negligence, or improper use of all or any part of the Software, or problems to or caused by products or services not provided by Verint; (c) Software modification, amendment, revision, or change by any party other than Verint; or (d) Internet connection problems, or data or data input, output, integrity, storage, and back-up, which shall be deemed under your exclusive control, and your sole responsibility. If Verint provides support services as a result of any of the foregoing conditions, Verint may charge you for such services at Verint's then current rate.

**8. LIMITATION AND CAP ON LIABILITY. EACH PARTY'S MAXIMUM LIABILITY ARISING OUT OF OR IN ANY WAY CONNECTED TO THIS AGREEMENT, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STATUTORY OR OTHERWISE, SHALL BE EXPRESSLY LIMITED AS FOLLOWS: (A) IN NO EVENT SHALL EITHER PARTY OR ANY OF THEIR EMPLOYEES OR AGENTS HAVE ANY LIABILITY FOR (WHETHER SUCH LOSSES OR DAMAGE WERE FORESEEN,**

**FORESEEABLE, KNOWN OR OTHERWISE): (I) LOSS OF REVENUE, (II) LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING FOR LOSS OF PROFITS ON CONTRACTS), (III) LOSS OF THE USE OF MONEY; (IV) LOSS OF ANTICIPATED SAVINGS, (V) LOSS OF BUSINESS, (VI) LOSS OF OPPORTUNITY, (VII) LOSS OF GOODWILL, (VIII) LOSS OF REPUTATION, (IX) LOSS OF, DAMAGE TO OR CORRUPTION OF DATA, (X) COSTS OF PROCUREMENT OF SUBSTITUTE PRODUCTS OR SERVICES, (XI) ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED (INCLUDING, FOR THE AVOIDANCE OF DOUBT, WHERE SUCH LOSS OR DAMAGE IS THE TYPE SPECIFIED IN (I) - (X) ABOVE); (B) VERINT SHALL NOT BE RESPONSIBLE OR LIABLE FOR RECOVERY OF ANY DATA, AND YOU ACKNOWLEDGE YOUR RESPONSIBILITY FOR DATA, DATA BACKUP, AND DATA RECOVERY; (C) VERINT SHALL NOT BE LIABLE FOR ANY OTHER LOSSES IN AN AMOUNT EXCEEDING THE FEES PAID HEREUNDER DURING THE 12 MONTHS PRECEDING THE DATE THE LIABILITY AROSE; (D) VERINT SHALL NOT BE LIABLE FOR TO ANY PERSON NOT A PARTY TO THIS AGREEMENT, WHETHER STATUTORY (INCLUDING, WITHOUT LIMITATION, THE CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999, AND ANY ACTS, DIRECTIVES, RULES OR REGULATIONS RELATING TO THE PROTECTION OF PERSONALLY IDENTIFIABLE INFORMATION), COMMON LAW, OR OTHERWISE. IN NO EVENT SHALL ANY PARENT, SUBSIDIARY, AFFILIATE OR LICENSOR OF VERINT, OR ANY OF THEIR OFFICERS, DIRECTORS, EMPLOYEES, SHAREHOLDERS, OR REPRESENTATIVES THERETO (COLLECTIVELY "OTHER PARTIES"), BE LIABLE TO YOU OR ANY OTHER PERSON FOR DAMAGES OF ANY KIND OR NATURE OR IN ANY MANNER WHATSOEVER; PROVIDED IF SUCH LIABILITY ARISES AND IS NON-EXCLUDABLE AS A MATTER OF LAW, SUCH OTHER PARTIES SHALL HAVE THE BENEFIT OF THE OTHER LIMITATIONS ON LIABILITY SPECIFIED IN THIS SECTION. THIS SECTION SHALL SURVIVE AND CONTINUE IN FULL FORCE AND EFFECT DESPITE ANY FAILURE OF ESSENTIAL PURPOSE, CONSIDERATION, OR OF AN EXCLUSIVE REMEDY. NOTHING IN THIS AGREEMENT SHALL EXCLUDE OR LIMIT LIABILITY FOR: (I) PERSONAL INJURY OR DEATH CAUSED BY NEGLIGENCE, OR (II) FRAUD.**

**9. VERIFICATION.** At the request of Verint, you shall furnish Verint with a signed statement that the Product and the Program Concepts are being used pursuant to the terms and conditions of this Agreement. If Verint has reason to believe that the Product or the Program Concepts are not being used in accordance with the terms and conditions of this Agreement, you shall permit Verint to review your relevant records and inspect your facilities to verify compliance with this Agreement. Verint will conduct such inspection during normal business hours in a manner that does not unreasonably interfere with your business operations. In the event such inspection results in fees due to Verint, you shall immediately pay those fees to Verint, and any reasonable inspection costs.

**10. TERM AND TERMINATION.** This Agreement shall be effective upon Verint's acceptance of your Purchase Order (as evidenced by Verint's performance), and shall continue so long as you continue to abide by the terms and conditions in this Agreement. Verint hereby reserves the right to terminate this licence upon ten (10) day notice and failure to cure your breach of any of the terms contained in this Agreement, including failure to make payment or any breach of Sections 1, 2 or 3. Upon termination or expiration of this Agreement for any reason, you shall immediately return the Product and any copies to Verint, or, at Verint's discretion and written notice to you, you shall permanently destroy all copies of the Product and any related materials in your possession or control.

**11. INJUNCTIVE RELIEF.** You acknowledge that remedies at law may be inadequate to provide Verint with full compensation in the event of your material breach of any: (i) license grant hereunder, (ii) confidentiality and nondisclosure obligations herein, or (iii) intellectual property rights of Verint,



and that Verint shall therefore be entitled, without bond or other security obligation, to seek injunctive relief in such event.

**12.**

**COMPLIANCE WITH LAWS.** You represent, warrant and covenant that you (i) are and shall remain familiar with your obligations under any and all laws (including all laws, statutes, regulations, ordinances of any jurisdictional locality, and including, without limitation, all US and other laws applicable to the export and import of products and services, privacy and personal data, laws governing payments to government officials and other similar, comparable or equivalent laws, common law and equity, and any other laws applicable to a party's performance under this Agreement) in jurisdictions where you operate, (ii) shall comply with all laws directly or indirectly applicable to your activities hereunder or otherwise pursuant to or in connection with this Agreement, the license or use of any Product, and the delivery of any support and/or services, and (iii) shall provide any required notifications to data subjects, and obtain all rights and requisite consents from data subjects in accordance with all applicable laws and regulations in relation to the collection, use, disclosure, creation and processing of personal data, and in connection with the license and/or use of any Product, and the delivery of any support, services, proof of concept and/or Product demonstration.

**13. DATA PROTECTION LAWS.** In addition to all other obligations in this Agreement with respect to Personal Data, each party agrees to comply with its obligations under all laws and legally binding regulations relating to Personal Data, data protection, data security, and trans-border data flows in accordance with (i) such laws and legally binding regulations enacted in the Territory pursuant to EC Directive 95/46/EC or (ii) where no such enactment in the Territory has been made or is not required pursuant to EC Directive 95/46/EC, EC Directive 95/46/EC itself shall apply (which shall, as applicable be defined in this Section as the "Data Protection Laws"). You hereby consent to Verint, its Affiliates, and Personnel of each, contacting its staff for business purposes, including, without limitation, the provision of Support and/or Services. Any processing of Personal Data by Verint, its Affiliates, and Personnel of each, will only take place on your instructions, which shall be deemed to have been given for the purposes of providing Support and/or Services. You shall be and remain the Data Controller and Verint shall be and remain a Data Processor with respect to all Personal Data for purposes of all Data Protection Laws. You shall be solely responsible for compliance with all Data Protection Laws applicable to you in your capacity as Data Controller, including, without limitation, obligations to provide notice to and obtain consent when appropriate from persons whose Personal Data are provided to Verint. You understand and acknowledge that in connection with the Services and Support provided by Verint, Verint may share Personal Data with its Affiliates, and its Personnel, and Verint and /or its Affiliates may transfer such Personal Data to its Affiliates and its Personnel outside the EEA. For the purposes of this Section, each of "Data Controller", "Data Processor" and "Personal Data" are as defined in the Data Protection Laws.

**14. ANTI-CORRUPTION.** During the term of this Agreement, both parties are obligated to comply with the Bribery Act 2010 and desist from all practices which may lead to penal liability due to fraud or embezzlement, insolvency crimes, crimes in violation of competition, guaranteeing advantages, bribery, acceptance of bribes or other corruption crimes on the part of persons employed by the other party or other third parties. In the event of violation of the foregoing provisions, either party has the right to immediately withdraw from or terminate all legal transactions existing with the other party including this Agreement.

**15. WAIVER / SEVERABILITY.** The failure of Verint to exercise or enforce any right or provision of this Agreement shall not constitute a waiver of such right or provision. If any provision of this Agreement is for any reason held unenforceable or invalid, then this Agreement shall be construed as if such provision were not contained in this Agreement.

**16. ASSIGNMENT.** Except to the extent such rights cannot be restricted by applicable law, you cannot assign, sublicense, or transfer this Agreement without the prior written consent of Verint, and any such attempt by you to sublicense, assign or transfer any rights, duties, or obligations hereunder is null and void, and subject to Verint's right to immediately terminate this Agreement.



**CALL OFF SCHEDULE 5: SCHEDULE OF PROCESSING, PERSONAL DATA AND DATA  
SUBJECTS**

Description	Details
Subject matter of the processing	<i>Order processing for Annual support and maintenance for Verint Software</i>
Duration of the processing	<i>23.12.17 – 22.12.18</i>
Nature and purposes of the processing	<i>For order processing</i>
Type of Personal Data	<i>Name, address, telephone number, email address</i>
Categories of Data Subject	<i>Customer</i>
Plan for return or destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	<i>To be destroyed in line with business processes</i>