

SERVICE TERMS – DOMAIN WATCHING

These Service Terms – Domain Watching (**Domain Watching Service Terms**) are between the Com Laude Group entity identified in your Order Form (and, where applicable, its affiliate(s)) (**we, our, us** and **Com Laude**) and the client entity named in your Order Form (**you, your, Client**).

- 1. Definitions.** Where capitalised terms are used but not defined below, they shall carry the meaning given to them in your Order Form or General Terms.
- 2. Domain Watching Services.** We will provide the domain watching Services (**Domain Watching Services**) as set out in your Order Form. Domain Watching Services are ordered on an annual subscription basis. You may terminate the Domain Watching Services at any time on written notice, but there is no pro-rata refund where the subscription is terminated part-way through the year. Domain Watching Services are carried out by our wholly-owned affiliate, Demys Limited.
- 3. Placing orders.** You request additional Domain Watching Services by emailing your Client Manager and copying in brandprotection@comlaude.com, using the email subject line 'Order'.
- 4. Client acknowledgements and obligation.** You acknowledge that threat levels and associated reports are an indication generated from machine analysis of Com Laude's domain watching portal, publicly available data and use of proprietary technology, and so should be treated as a guide only to areas of possible concern. Com Laude will not retain any data, meta data or reports generated by its portal indefinitely but rather will delete such data, meta data and reports at a reasonable frequency determined at Com Laude's sole discretion and Com Laude will not have any liability for any loss of data. If you wish to retain this data permanently, you must download it from the portal. You undertake to review the results provided by the portal on a reasonable frequency and no less than the frequency of the reports ordered by you.