

PURCHASE ORDER TERMS AND CONDITIONS

Suncorp Corporate Services P/L ABN 69 074 966 466 (**Suncorp**)

1. The Agreement

- (a) The Supplier acknowledges and agrees that the terms and conditions provided in this Purchase Order (**Agreement** or **Order**) will apply if the Supplier does not already have an executed agreement with Suncorp which expressly indicates that it overrides this Agreement, that would be deemed applicable for the Goods and Services provided under this Order. Where an executed agreement is in place, the terms of that agreement shall govern the supply of Goods and Services as specified in this Order.
- (b) For clarity, the parties acknowledge and agree that the terms of this Agreement will apply and govern the supply of Goods and Services as specified in this Agreement and the related Quotation, even if the Supplier presents Suncorp with a Quotation for Goods or Services that contains the Supplier's terms and conditions (except where Suncorp has expressly agreed in writing that those terms and conditions will apply to the Goods and Services specified in this Agreement, in which case those terms and conditions will apply).

2. Suppliers Acceptance

The Supplier can accept this Agreement by notifying their Suncorp representative of its acceptance in writing, or by supplying the Goods and Services to Suncorp.

3. Supply of Services

The Supplier must: (a) perform the Services with due care and skill and in a professional, punctual and diligent manner and with the level of service generally expected in a commercial arrangement for the provision of the type of Services provided under this Agreement; and (b) take reasonable steps to ensure that its Personnel performing the Services possess and will use the specific skills, qualifications and experience required to perform the Services under this Agreement.

4. Subcontracting

The Supplier must not engage any Subcontractor or otherwise arrange for another person to perform or to discharge any of the Supplier's obligations under any part of an Order without first obtaining the prior written consent of Suncorp, which consent shall not be unreasonably withheld, conditioned or delayed. A subcontracting arrangement will not relieve the Supplier from the performance of any obligations under this Order and the Supplier will be liable for all acts and omissions of a Subcontractor as though they were acts or omissions of the Supplier.

5. Supply of Goods

The Supplier must: (a) pack the Goods in a reasonably secure and safe manner for delivery; (b) deliver the Goods at a time and location reasonably nominated by Suncorp; (c) deliver with the Goods any associated documentation (such as operating or installation manuals, manufacturer warranties and reference materials); (d) allow Suncorp to make as many copies of the documentation as it reasonably requires where the Supplier holds the rights necessary to give this permission, or otherwise the Supplier must take all reasonable steps to secure such permission for Suncorp from the third party who holds the relevant rights; and (e) agree that title in the Goods will pass to Suncorp on delivery. Risk of loss or damage to the Goods passes to Suncorp upon delivery of the Goods.

6. Defective Goods

Where the Goods or Services are Defective, Suncorp may, without prejudice to Suncorp's other rights and remedies, at its option: (i) reject the Goods or Services; or (ii) accept the Goods or Services on terms acceptable to Suncorp acting reasonably and in good faith (including a reasonable reduction to the Fees or a repair of the Goods or replacement of the Services provided promptly and at no cost to Suncorp after which the Goods or Services must no longer be Defective and must meet all requirements specified in this Agreement). If Suncorp rejects the Goods or Services, the Supplier will promptly collect the Goods from Suncorp and, unless Suncorp agrees to accept replacement of the Goods or Services (in which case the replacement Goods or Services must be supplied reasonably promptly and meet all requirements specified in

this Order), the Supplier will refund all amounts paid by Suncorp in respect of the Goods or Services. If the parties are unable to agree on whether the Goods or Services are Defective (or remain so after a repair or replacement), then the parties will seek to resolve the dispute through the dispute resolution process set out in clause 14 of this Agreement.

7. Warranty

The Supplier warrants that: (i) during the Warranty Period the Goods or Services are not Defective; (ii) the Goods are new and have not been previously used; (iii) at the time title in the Goods passes to Suncorp, the Goods are free from all liens, charges and encumbrances of any kind; (iv) Suncorp's use of the Goods or Services will not infringe another person's intellectual property rights; and (v) the Goods or Services comply with Applicable Laws. Without limiting clause 6, where the Goods or Services are Defective during the Warranty Period, Suncorp may advise the Supplier and the Supplier will arrange for the prompt repair or replacement (as necessary) of the Goods or Services at no cost to Suncorp.

8. Fees and Invoicing

Unless otherwise agreed, the "Fees" include all costs to Suncorp associated with the acquisition of the Goods and Services under the Order (including all packing, delivery, all Taxes and any other expenses). The Supplier will invoice Suncorp within thirty (30) days after delivery of the Goods. Unless otherwise agreed, all invoices must be a valid tax invoice, include the number of this Order and the Supplier's registration number and must be in Australian currency. Suncorp's obligation to pay money is an obligation to pay in Australian dollars. Suncorp will pay the Supplier the amount due under an invoice within thirty (30) days after the date of receipt of a correctly rendered invoice. The Supplier has no right or entitlement to make any claim against Suncorp for any work performed by the Supplier outside the scope of the Services unless approved by Suncorp in writing prior to the work commencing, including outside the hours specified in the Order, without the prior written approval of Suncorp will be a gratuitous effort by the Supplier, and the Supplier has no right or entitlement to make any claim against Suncorp for that work. Where Suncorp, acting reasonably and in good faith, queries or disputes an amount included in an invoice, Suncorp does not have to pay the relevant portion of the invoice until the query or dispute is resolved (but must pay the undisputed balance of the invoice). Suncorp will, as soon as it is reasonably practical to do so and acting in good faith, provide the Supplier with a written notice specifying its reasons for withholding payment and providing the Supplier with a reasonable opportunity to remedy the underlying issue if possible. The parties agree that they will co-operate to resolve any dispute fairly, in good faith and without undue delay. If the parties are unable to achieve resolution, then the parties will seek to resolve the dispute through the dispute resolution process set out in clause 14 of this Agreement.

The Supplier is responsible for all Taxes imposed by an Authority in connection with the Agreement, and subject to clause 8.1, amounts due to the Supplier under the Agreement are inclusive of all Taxes. Suncorp may withhold or recoup Taxes from payments to the Supplier if required by an Authority. The Supplier agrees that Suncorp is not required to increase the payment to the Supplier by an amount withheld under this clause.

8.1 GST

- (a) Interpretation
 - In this clause, a word or expression defined in the GST Law has that same meaning.
- (b) GST gross up
 - (i) Unless stated to the contrary, all consideration used in this Agreement, including amounts or values used in the calculation of consideration, shall be exclusive of GST.
 - (ii) If a party makes a supply pursuant to this Agreement, and GST is payable on that supply, the consideration for the supply (GST exclusive consideration) is increased by an amount equal to the GST exclusive consideration multiplied by the rate of GST imposed by the GST Law on that supply, or part thereof.
- (c) Reimbursements
 - (i) If a party must reimburse or indemnify another party for a loss, cost or expense, the amount to be

- (ii) reimbursed or indemnified is first reduced by an amount equal to any input tax credit the other party is entitled to in respect of the loss, cost or expense, and then increased in accordance with clause 8.1(b)(ii) where applicable.

(d) Tax Invoice

A party need not make a payment for a taxable supply made pursuant to this Agreement until it receives a valid tax invoice for the supply to which the payment relates.

(e) Adjustments

If an adjustment of GST is required as a result of an adjustment event in respect of a supply or acquisition made pursuant to this Agreement, then:

- (i) a corresponding adjustment of GST payable under this Agreement must be made between the parties within twenty one (21) days after the end of the tax period in which the adjustment is attributable, and
- (ii) the supplier must issue an adjustment note within twenty one (21) days after the end of the tax period in which the adjustment is attributable.

9. Suncorp Group

9.1 Beneficiaries and benefit of Agreement

The Supplier acknowledges and agrees that:

- (a) Suncorp enters into this Agreement, for its own benefit and for the benefit of the other members of the Suncorp Group;
- (b) the Services and Deliverables supplied under this Agreement may be supplied for the benefit of, and may be used by, one or more members of the Suncorp Group; and
- (c) the member of the Suncorp Group that is a party to this Agreement (**Contracting Entity**) holds the benefit of:
 - (i) the Supplier's obligations, the Contracting Entity's rights and any indemnity under this Agreement; and
 - (ii) the exclusions and limitations of liability in its favour in this Agreement, as principal and on trust for each of the other member of the Suncorp Group.

9.2 Recovery of Losses

If any member of the Suncorp Group (other than the Contracting Entity) suffers any Losses as a result of one or more acts or omissions of the Supplier or any of the Supplier's Associates, relating to the performance, non-performance or termination of this Agreement, the Contracting Entity will be able to recover those Losses from the Supplier:

- (a) as if those Losses were suffered or incurred by the Contracting Entity itself;
- (b) to the extent that those Losses would have been capable of being recovered by the Contracting Entity had the Contracting Entity suffered those Losses; and
- (c) subject to the limitations and exclusions of liability set out in this Agreement.

9.3 General

- (a) The Supplier acknowledges the existence of the trusts created under clause **Error! Reference source not found.** and the rights in clause 9.2 and consents to the Contracting Entity exercising rights in relation to, or otherwise enforcing, those terms on behalf of each of the other members of the Suncorp Group.
- (b) The parties to this Agreement agree that the consent of the other members of the Suncorp Group will not be required for any amendment to, or waiver of rights in accordance with, this Agreement.

- (c) The parties to this Agreement agree that, to the extent that additional documents or activities are required:
- (i) for the applicable Contracting Entity to exercise any rights in relation to, or otherwise enforce, any indemnities and releases relating to this Agreement on behalf of one or more members of the Suncorp Group;
 - (ii) for the parties to amend, or waive any rights relating to, this Agreement; or
 - (iii) to otherwise give effect to the principles described in this clause **Error! Reference source not found.**,
- the parties must, or must procure the relevant person to, execute those documents and perform those activities.
- (d) No legal title or beneficial interests have been transferred to a trustee by virtue of this clause **Error! Reference source not found.**

9.4 Supplier responsibility

The Supplier acknowledges and agrees that any act or omission of the Supplier in connection with this Agreement in relation to a member of the Suncorp Group will be taken to be an act or omission of the Supplier in relation to the applicable Contracting Entity under this Agreement and that the Supplier will be liable to Suncorp for any resulting liability as though it had been suffered or incurred by Suncorp.

10. Changing or Cancelling an Order

Suncorp may change or cancel an Order by notifying the Supplier on reasonable notice prior to delivery of the Goods and Services.

If an Order is cancelled by Suncorp prior to the delivery of the Goods and Services, Suncorp will reimburse the Supplier for the direct costs incurred by the Supplier resulting from the cancellation of an Order and which are supported by reasonable evidence from the Supplier substantiating such costs.

If an Order is changed by Suncorp prior to the delivery of the Goods and Services, Suncorp will reimburse the Supplier for the direct costs incurred by the Supplier that have resulted in wastage and which are supported by reasonable evidence from the Supplier substantiating any wastage suffered.

The Supplier agrees to do everything reasonably possible to promptly mitigate any costs incurred by the Supplier as a result of Suncorp's change or cancellation to an Order.

11. Suncorp Property and Suncorp Data

11.1 Property of Suncorp

Suncorp Data remains the property of Suncorp and the Supplier must treat Suncorp Property accordingly, including ensuring that Suncorp Property, to the extent practicable, is marked, or otherwise signified as the property of Suncorp.

11.2 Use of Suncorp Property

The Supplier must not use or modify Suncorp Data except in the proper performance of this Agreement or unless otherwise agreed in writing by both parties. The Supplier must not disclose Suncorp Property to any third party without Suncorp's prior written consent. Suncorp may use or disclose Suncorp Property for any purpose.

11.3 Preservation of Suncorp Property

The Supplier must take reasonable care (including adhering to security procedures notified in writing by Suncorp at or before the Commencement Date and as amended from time to time to the extent reasonably necessary for compliance by Suncorp with Applicable Laws or otherwise reasonably necessary to protect the legitimate interests of Suncorp as reasonably notified and made available to the Supplier) of Suncorp Property and with the preservation, installation or handling of it. The Supplier indemnifies Suncorp for loss or destruction of, or damage to, Suncorp Property that is caused by an act or omission of the Supplier, its Personnel or any Supplier Associate, except to the extent such loss, destruction or damage is directly caused by Suncorp's wrongful (including negligent) act or omissions or Force Majeure, and must promptly inform Suncorp of damage to or loss of Suncorp Property. Suncorp will use reasonable efforts to mitigate any claims, damages (including damages for

breach of contract at law), costs, losses and expenses (including legal fees and expenses) which Suncorp suffers, incurs or may suffer or incur for which it is indemnified by the Supplier.

11.4 Return of Suncorp Property

- (a) The Supplier must within seven (7) days of Suncorp's written request return Suncorp Property to Suncorp in a form agreed by the parties. For electronic materials, the Supplier must provide them to Suncorp in an editable form and on media, both as reasonably required by Suncorp.
- (b) If the Supplier fails to deliver up all things in accordance with clause **Error! Reference source not found.**, Suncorp may enter the Supplier's premises during Business Hours on not less than eighteen (18) hours' prior notice in order to collect such things and the Supplier must at all reasonable times permit or assist a person authorised by Suncorp to do so.

11.5 Security of Suncorp Data

- (a) The Supplier must establish, maintain and enforce information security controls against the unauthorised access, destruction, loss, alteration, disclosure or misuse of Suncorp Data in the possession or control of the Supplier, and its Subcontractors. These information security controls must be designed, implemented and tested appropriately having regard to the risk and potential consequences of unauthorised access, destruction, loss, alteration, disclosure or misuse of Suncorp Data.
- (b) The Supplier must comply with Suncorp's security procedures that relate to Suncorp Data and that are notified by Suncorp to the Supplier in writing at or before the commencement of this Agreement and as amended from time to time to the extent reasonably necessary for compliance by Suncorp with Applicable Laws or otherwise reasonably necessary to protect the legitimate interests of Suncorp and as reasonably notified and provided by Suncorp from time to time.
- (c) The Supplier must regularly (and at least once per calendar year), at its cost, audit and test its technology and information security controls to ensure the design effectiveness and operating effectiveness of the controls, and promptly take steps reasonably required to implement any recommendations arising out of such audits and testing.
- (d) The Supplier must, at its cost, provide Suncorp and its auditors and professional advisers with details of the information security controls implemented by the Supplier and the results of audits and testing completed under paragraph 11.3(c), on request by Suncorp acting reasonably and in good faith. The Supplier must, on request by Suncorp, acting reasonably and in good faith, cooperate with Suncorp and its auditors and professional advisers in connection with any evaluations, reviews, assurance testing and audits of the design and operating effectiveness of the information security controls of Suncorp and/or its suppliers.

11.6 Data Security Incidents

- (a) The Supplier must document, implement and maintain a plan setting out the Suppliers' policies, systems and procedures for responding to any Data Security Incident (the **Data Security Response Plan**). The Supplier must make the Data Security Response Plan available for inspection during Business Hours by Suncorp if requested by Suncorp.
- (b) If reasonably required by Suncorp, the Supplier's Data Security Response Plan must include details of the formal points of integration between the Supplier's and Suncorp's systems and processes.
- (c) The Supplier must implement and maintain robust mechanisms in place to detect and respond to any actual or suspected Data Security Incidents.
- (d) The Supplier must:
 - (i) as soon as possible, and in any event, no later than twenty-four (24) hours after becoming aware, notify Suncorp of:
 - (A) any actual or suspected Data Security Incident; or
 - (B) any data security incident that has been notified to other regulators in Australia or

other jurisdictions.

The notification given by the Supplier must, at a minimum:

- (C) describe the nature of the Data Security Incident and, if applicable, the categories and numbers of persons, and the categories and numbers of Personal Information records, affected or otherwise concerned;
 - (D) include the name and contact details of the data protection officer or other relevant contact from whom more information may be obtained;
 - (E) where available, describe the likely consequences of the Data Security Incident and any measures taken or proposed to be taken to address it;
 - (ii) regularly update Suncorp on all known details about the Data Security Incident, including details of the Suncorp Data, Personal Information and/or systems of Suncorp and/or the Supplier that have been accessed or compromised, whether the Data Security Incident has ceased or is ongoing, the root cause of the Data Security Incident, and the progress of any remedial actions;
 - (iii) immediately take all reasonable steps to stop the Data Security Incident (including where relevant by preventing access) and minimise and mitigate its effects;
 - (iv) retain and preserve all data critical to identifying the nature, extent and cause of the Data Security Incident; and
 - (v) follow all reasonable directions from Suncorp regarding the Data Security Incident and cooperate with Suncorp in any investigation or audit in respect of the Data Security Incident.
- (e) Suncorp, acting in good faith, is solely responsible for determining whether a Data Security Incident would be likely to result in serious harm to any of the individuals to whom any Personal Information the subject of the actual or suspected Data Security Incident relates, and the Supplier must not disclose to any third party (including any Authority unless and only to the extent compelled to do so under any Applicable Laws) the existence of or circumstances surrounding any Data Security Incident without the prior written consent of Suncorp (such consent not to be unreasonably withheld, conditioned or delayed).

11.7 Change of location of Suncorp Data

- (a) Prior to any change of location of Suncorp Data (either within or outside of Australia) during the Term of the Agreement, the Supplier must:
 - (i) provide Suncorp with the information reasonably required by Suncorp to conduct an assessment to ensure the proposed relocation is compliant with Suncorp's external party security standard (**EPSS**); and
 - (ii) obtain Suncorp's written confirmation approving the relocation.
- (b) The Supplier must not store, process, disclose or permit access to Suncorp Data, to or from any location (or any person in any location) that has not been approved by Suncorp. The Supplier must ensure each Supplier Associate and Subcontractor complies with this clause 1.1(b).

11.8 Notification of Cyber Security Incidents

- (a) The Supplier must notify Suncorp as soon as possible, and in any case, no later than twelve (12) hours, after becoming aware that:
 - (i) an actual or suspected Cyber Security Incident affecting the Services has occurred or is occurring; and
 - (ii) the Cyber Security Incident has had, or is having, a significant impact (whether directly or indirectly) on Supplier's ability to perform its obligations under this Agreement (including the quality of the Services),

where "significant impact" means any material disruption on the availability of essential goods or services provided in connection with the Services.

- (b) The Supplier must notify Suncorp as soon as possible, and in any case, no later than twenty four (24) hours after, becoming aware that:
 - (i) an actual or suspected Cyber Security Incident affecting the Services has occurred, is occurring, or is imminent; and
 - (ii) the Cyber Security Incident has had, is having, or is likely to have, an impact on:
 - (A) the availability, integrity, or reliability of the Services;
 - (B) the confidentiality of data or information stored within any systems forming part of the Services or used to perform the Services; or
 - (C) the Supplier's ability to perform its obligations under this Agreement.

11.8 Access to Data

If requested, the Supplier must provide Suncorp with a copy of or access to Suncorp Data to the extent that it is in the possession or control of the Supplier, Supplier Associates or their Subcontractors.

11.9 Notice Details

In this clause 11, the Supplier's obligation to notify Suncorp means to email Suncorp via **security@suncorp.com.au**, or as those details may updated from time to time by notice from Suncorp.

12. Confidentiality

12.1 Receiving Party not to disclose Confidential Information

The Receiving Party must not, during or after the term of this Agreement, disclose Confidential Information directly or indirectly to any third party except:

- (a) with the Discloser's prior written consent;
- (b) as required by any Applicable Laws;
- (c) in the case of the Supplier, to its Personnel, professional advisors and Subcontractors that have a need to know the Confidential Information for the purpose of the Supplier performing the Services (**Additional Disclosees**); or
- (d) in the case of Suncorp, to any member of the Suncorp Group, and the Personnel, service providers and agents of Suncorp and any member of the Suncorp Group, that have a need to know the Confidential Information for the purposes of Suncorp's and the Suncorp Group's business or operations (**Additional Disclosees**).

12.2 Additional Disclosees

The Receiving Party must take all reasonable steps to ensure that Additional Disclosees keep the Confidential Information confidential on the terms provided in this clause.

12.3 Breach of confidentiality

If the Receiving Party becomes aware of a suspected or actual breach of this clause by the Receiving Party or an Additional Disclosee, the Receiving Party must notify the Discloser as soon as reasonably practicable, and in any event, within one (1) Business Day, and take all reasonable steps required to prevent or stop the suspected or actual breach.

12.4 Use of Confidential Information

The Supplier must only use Suncorp's Confidential Information for the purposes of this Agreement.

12.5 Return of Confidential Information

Each party must, on the other party's written request:

- (a) return (in a form agreed by the party's); or
- (b) securely and permanently destroy,
 - materials containing Confidential Information of the other (including any member of the Suncorp Group) when:

- (i) they are no longer required;
- (ii) this Agreement terminates or expires; or
- (iii) as otherwise when directed by the other party, acting reasonably.

13. Insurance

- (a) During the term of this Agreement the Supplier must maintain, or cause to be maintained the following insurance covering it and its Personnel:
 - (i) public liability insurance of at least \$10 million for each and every occurrence;
 - (ii) if products are provided/supplied under this Agreement, products liability insurance of at least \$10 million for any one occurrence and in the annual aggregate; and
 - (iii) if the Supplier is providing Services of a professional nature, professional indemnity insurance or errors and omissions insurance no less than \$2 million any one claim and in the annual aggregate and such insurance must be maintained for at least three (3) years after the end of this Agreement.
- (b) If the Supplier uses a sub-contractor, the Supplier must ensure that its sub-contractors and their Personnel are similarly insured as required for the Supplier and its Personnel under clause 13(a).
- (c) The Supplier must provide Suncorp with a copy of the insurance policies (and or certificates of currency) referred to in this clause 13 before this Agreement commences and thereafter within seven (7) days of a reasonable request by Suncorp. In respect of insurance required under clause 13(a)(i) the Supplier will provide Suncorp with a certificate of currency that notes Suncorp as an interested party.
- (d) If any of the insurances required under clauses 13(a) and 13(b) are not, or cease to be, available to the Supplier at all or on reasonable commercial terms, the Supplier must notify its Suncorp representative as soon as reasonably practicable, and in any event, within five (5) Business Days of becoming aware of that fact, and provide its plan for obtaining alternative cover or managing the uninsured risk.

14. Dispute Resolution

If a dispute arises in connection with this Agreement, the parties agree to meet within five (5) days after receiving written notice from the other party of the occurrence of a dispute. If the parties are unable to resolve the dispute within thirty (30) days, the parties agree to seek an amicable settlement of the dispute by mediation prior to the commencement of litigation. The mediation shall take place in Brisbane, Australia, or other mutually convenient time and place agreed by the parties, or by telephone or virtual conference.

Unless otherwise specified in this Agreement, notwithstanding the existence of a dispute, each party will continue to perform its obligations under this Agreement.

15. Privacy

The Supplier must in relation to Personal Information:

- (a) use and disclose it only for the purpose of performing the Supplier's obligations under this Agreement;
- (b) not do or omit to do anything which would cause Suncorp to contravene the Privacy Laws or the Privacy Policy;
- (c) not use or disclose it for sale, profit or any other benefit;
- (d) collect, use, disclose, hold or destroy or de-identify it in accordance with this Agreement, the Privacy Law and the Privacy Policy, including taking reasonable steps to ensure it is protected against misuse or loss or any unauthorised access, use, modification or disclosure;
- (e) ensure only authorised Personnel have access to it, on a need to know basis only. The Supplier will ensure that those Personnel, including Subcontractors, their Personnel and Supplier Associates who may be fulfilling a requirement in relation to this Agreement, will maintain and use the Confidential Information on terms equivalent to this clause 15;
- (f) notify its Suncorp representative by email at security@suncorp.com.au as soon as possible, and in any event, within one (1) Business Day, if the Supplier, the Supplier's Personnel, any Subcontractor or their Personnel or a Supplier Associate becomes aware:

- (i) of an actual or alleged breach of this clause, the Privacy Laws or the Privacy Policy by them;
 - (ii) that an enquiry, complaint or dispute has been received or is likely to be made by an individual in relation to a breach of the Privacy Laws or the Privacy Policy with respect to that individual's Personal Information;
 - (iii) they are, or may be required to, at law or otherwise, disclose Personal Information for a purpose other than the permitted disclosures under this Agreement, to the extent notification is permitted by Applicable Law; or
 - (iv) that an individual has requested access to or correction of their Personal Information, other than a request that arises out of the day-to-day management of that individual's Personal Information under a relationship (if any) with the Supplier;
- (g) acknowledge that, to the extent permitted by Applicable Law, Suncorp will deal with the matters in subclause 15(f) and the Supplier must, as soon as possible (unless otherwise agreed):
- (i) comply with all reasonable directions issued by Suncorp,
 - (ii) produce all reasonably necessary information within the Supplier's power to produce or take all reasonable steps to procure the production of such information; and
 - (iii) do all things reasonably necessary (including where relevant, to prevent further misuse or loss or unauthorized access, use, modification or disclosure),
- to assist Suncorp with Suncorp's compliance obligations under this clause, the Privacy Laws and Privacy Policy and to enable Suncorp to take steps to resolve, respond to or otherwise deal with the matters in subclause 15(f);
- (h) without limiting the operation of subclause 15(g), agree not to contact the Authority other than to the extent legally required to do so under any Applicable Law in relation to the matters in subclause 15(f) without Suncorp's prior written approval, which will not be unreasonably conditioned or withheld.

16. Authorities

- (a) If Suncorp, acting reasonably, or an Authority, requests, the Supplier must and must procure that its Supplier Associates and Subcontractors:
 - (i) allow an Authority, or Suncorp at the Authority's request, access to documentation, data and any other information related to the provision of the Services and this Agreement;
 - (ii) allow an Authority the right to conduct on-site visits to the Supplier or its Supplier Associates and Subcontractors;
 - (iii) agree not to impede an Authority in fulfilling its duties as a prudential or other type of regulator; and
 - (iv) cooperate in good faith with an Authority's or Suncorp's requests for information and assistance where related to the Services and this Agreement, within any time period reasonably required by Suncorp.
- (b) Sub-clause 1.1(a) above does not, and is not intended to, prevent the Supplier from complying with mandatory requests issued by an Authority to the Supplier for access to documents, information or on-site visits under Applicable Laws.
- (c) The Supplier must comply with any directions given by Suncorp that are reasonably necessary or desirable to assist the Suncorp Group in its dealings with an Authority in connection with this Agreement.
- (d) Except if required by Applicable Laws, the Supplier must not communicate directly with an Authority in relation to the Agreement, Services, Deliverables or the Suncorp Group without giving Suncorp a reasonable opportunity to comment on the proposed communication.
- (e) If an Authority conducts an on-site visit of the Supplier, the Supplier must not disclose or advertise that fact to any person, except as necessary to coordinate with other institutions regulated by that Authority and that are existing clients of the Supplier or to the extent required by any Applicable Law.

- (f) Notwithstanding the confidentiality provisions of this Agreement, the parties acknowledge and agree that Suncorp may be required to:
- (i) inform an Authority of this Agreement, including any change to this Agreement; and
 - (ii) permit an Authority to review this Agreement and the parties' arrangements under this Agreement,
- and that any disclosure of information relating to, or a copy of, this agreement by Suncorp to the Authority will not be considered a breach of the confidentiality provisions of this Agreement.

17. Modern Slavery

- (a) The Supplier must take reasonable steps to identify, assess and address risks of modern slavery practices in its operations and the supply chains used in the provision of the Goods and/or Services of this Agreement.
- (b) [Guidance Note: this sub- clause 1.1(b) can be deleted if the supplier qualifies as a "small business", refer to the definition in the Unfair Contracts Guide] The Supplier represents and warrants to Suncorp that, as at the date of this Agreement and at all times during the term of this Agreement:
- (i) the Supplier will have policies and procedures in place to prevent slavery and human trafficking in its operations and its supply chains; and
 - (ii) the Supplier will conduct reasonable due diligence on its own supply chains to identify and mitigate risks of slavery and human trafficking.
- (c) Upon Suncorp's reasonable written request, the Supplier must provide a modern slavery attestation detailing the reasonable steps it is undertaking to ensure compliance with clause (a) or, if available, provide a copy of its Modern Slavery Statement, within a reasonable time.
- (d) If at any time the Supplier becomes aware of any actual, potential or perceived modern slavery occurring in its operations and/or supply chains in connection with this Agreement, the Supplier must as soon as reasonably practicable:
- (i) notify Suncorp, providing relevant details of the occurrence;
 - (ii) if the actual, potential or perceived modern slavery is occurring in its operations, halt these practises and take such steps as are reasonable in the circumstances to remediate any adverse impacts caused or contributed to by the Supplier from these practices having regard to the relevant principles set out in the Guiding Principles on Business and Human Rights; and
 - (iii) if the actual, potential or perceived modern slavery is occurring in its supply chains in connection with this Agreement, take reasonable action(s) having regard to the nature of the actual, potential or perceived modern slavery and the capacity which the Supplier has to control or influence the entities in its supply chains, to address these practices.

17. General

- (a) The parties may not assign or otherwise transfer all or any rights or liabilities under this Agreement without the prior written consent of the other party (which will not be unreasonably withheld, conditioned or delayed).
- (b) The Supplier must comply with, and take all reasonable steps to ensure that it and its Personnel comply with, Applicable Laws (including work health and safety, the *Security of Critical Infrastructure Act 2018* (Cth)), and Suncorp's policies and procedures (including the Supplier Code of Practice and Suncorp's Code of Conduct) as relevant to this Agreement and reasonably nominated and provided by Suncorp (via this link: <https://www.suncorpgroup.com.au/about/corporate-governance> at the time of entry into this Agreement) and as amended by Suncorp from time to time to the extent reasonably necessary to protect the legitimate interests of Suncorp and as reasonably notified and provided by Suncorp.
- (c) The Supplier and its Personnel will cooperate with Suncorp and do things reasonably required by Suncorp in writing to give effect to this Agreement.

- (d) If the Supplier becomes aware of a matter which is likely to affect materially the ability of the Supplier to perform this Agreement, it will notify its Suncorp representative as soon as possible, and in any event within one (1) Business Day of becoming aware, with supporting details.
- (e) This Agreement constitutes the entire understanding between the parties as to the subject matter of this Agreement.
- (f) This Agreement is governed by and construed in accordance with the law of Queensland, Australia, and the parties irrevocably submit to the non-exclusive jurisdiction of the Courts of Queensland.
- (g) No purported variation of the Agreement is effective unless it is in writing signed by an authorised representative of each party.
- (h) The Supplier must not issue or make statements or comments to the public, the press or other persons or authorise a person to do those things, regarding any Agreement or matters arising in relation to them (including referring to Suncorp as a reference site for the Supplier) without Suncorp's consent which it will not unreasonably withhold, condition or delay.
- (i) The Supplier's appointment is non-exclusive, so Suncorp may acquire similar services from other persons or perform similar services itself. Furthermore, unless otherwise agreed in writing there is no minimum volume of Services that Suncorp is obligated to acquire from the Supplier.
- (j) The Supplier must comply with the additional terms and definitions in Appendix 1 which apply to any Services from the Supplier that qualify as a Financial Service.
- (k) If the Supplier is being given access to and use of Suncorp's IT System under this Agreement then the Supplier must comply with the additional terms provided in Appendix 2.

18. Definitions

Authority includes any Federal, State or Local Government, or any ministry, department, court, tribunal, competition authority, commission, board, agency, institution or similar entity or administrative, fiscal or judicial authority of such government.

Applicable Laws means laws (including common law and statutory laws), regulations, mandatory standards, orders, subordinate legislation, or by-laws, ministerial directions and binding directions of the Authorities, as amended, replaced, re-enacted or succeeded from time to time.

APRA means the Australian Prudential Regulation Authority.

ASIC means Australian Securities and Investments Commission.

Business Day means a day on which banks are open for business in Brisbane, Queensland, excluding a Saturday, Sunday or public holiday.

Confidential Information means all information of, or provided by, the Discloser that is by its nature confidential, is designated by the Discloser as confidential, or that the Receiving Party knows or ought to know is confidential and includes data, information technology systems, business processes and strategies, but does not include information which is or becomes public knowledge without a breach of confidentiality.

Corporations Act means the *Corporations Act 2001* (Cth).

CPS 230 means Prudential Standard CPS 230 (Operational Risk Management).

Cyber Security Incident means one or more acts, events or circumstances involving:

- (a) the unauthorised access to or modification of computer data or a computer program;
- (b) the unauthorised impairment of electronic communication to or from a computer; or
- (c) the unauthorised impairment of the availability, reliability, security, or operation of a computer, computer data, or a computer program.

Data Security Incident means any:

- (a) misuse, interference or loss, or accidental or unauthorised access, modification or disclosure of Suncorp Data, or Personal Information of Suncorp's employees, contractors, officers or customers, in the possession or control of the Supplier, Supplier Associates or Supplier's Subcontractors; or
- (b) misuse, interference or unauthorised access to any systems of the Supplier.

Defective means that the Goods; (i) have a material error, defect or malfunction; (ii) are not fit for the purpose made known by Suncorp or are not of merchantable quality; (iii) do not materially conform with a sample or test good provided by the Supplier; or (iv) otherwise do not materially comply with the requirements of this Order. It does not include Goods that have a Minor Defect.

Deliverable means anything the Supplier delivers or is required to deliver under this Agreement including a deliverable specified under this Agreement.

Discloser means the party providing or disclosing Confidential Information.

Financial Services means a "claims handling and settling service" within the meaning of section 766G(h) of the Corporations Act insofar as the Supplier provides accommodation procurement services to Suncorp's insured parties, on behalf of Suncorp, to satisfy a liability of Suncorp under an insurance product in full or partial settlement of a claim under such insurance product.

Force Majeure means an event beyond the reasonable control of the affected party, which occurs without the fault or negligence of the affected party or its Personnel or Subcontractors and its impact could not have been avoided by the exercise of reasonable care, diligence, foresight or precaution.

Goods means the Goods the Supplier is required to supply under this Order.

GST Act means the *A New Tax System (Goods and Services Tax) Act 1999* (Cth)

GST Law has the meaning as in the GST Act. **Losses** means all liabilities, losses, damages, costs and expenses, including legal costs on a full indemnity basis.

Minor Defect means those Goods that have a defect that is slight or inconsequential in nature, having no real effect on the useability, form or quality of the Goods.

Modern Slavery has the meaning given in the *Modern Slavery Act 2018* (Cth).

Modern Slavery Statement means a statement prepared in accordance with the requirements of the *Modern Slavery Act 2018* (Cth).

Order means this document and purchase order forms which contain the specific details of the Goods and Services to be supplied.

Personal Information has the meaning that term has in the Privacy Laws and includes any credit information or tax file information (if applicable).

For the purposes of this Agreement, Personal Information is limited to:

- (a) Personal Information provided to the Supplier by Suncorp or another person on behalf of Suncorp; or
- (b) Personal Information about an individual, collected by the Supplier from that individual or any other person;

for the sole purpose of performing or fulfilling the Supplier's obligations under this Agreement.

For the avoidance of doubt, Personal Information excludes any personal information about an individual collected by the Supplier but which is not required to perform the obligations under this Agreement and/or which relates to the separate relationship (if any) between the Supplier and that individual.

Personnel of a person means that person's directors, officers, Subcontractors and employees.

Privacy Laws means:

- (a) the *Privacy Act 1988* (Cth) and any other Commonwealth, state and/or territory legislation, which affects privacy, Personal Information or the handling of personal data;
- (b) the *Privacy Act 2020* (New Zealand);
- (c) all other privacy or data protection laws in any jurisdiction where the Services or Deliverables are supplied, performed or created, to the extent those laws apply to Suncorp or the Supplier, and;
- (d) any ancillary, rules, guidelines, orders, directions, codes of conduct or other legislative instruments made or issued under those Privacy Laws.

Privacy Policy means the Suncorp Group Privacy Policy in effect at the time of entry into this Agreement and provided by Suncorp to the Supplier at <https://www.suncorp.com.au/about-us/legal/privacy.html>, as amended from time to time to the extent reasonably necessary for compliance by Suncorp with Privacy Laws or otherwise reasonably necessary to protect the legitimate interests of Suncorp and as reasonably notified and made available to the Supplier.

Quotation means a document from a Supplier which includes information regarding the price or cost for Goods or Services, which can also be known as a quote, estimate, cost estimate, pricing estimate, offer price, bid price, cost proposal or bid pricing.

Receiving Party means the party that receives Confidential Information from the Discloser.

Related Body Corporate has the meaning given to that term in the Corporations Act.

Services means all obligations, duties and responsibilities of the Supplier, in accordance with the services (and the supply of Goods if applicable) specified in an Order.

Subcontractor means a subcontractor of the Supplier and that Subcontractor's Personnel if applicable.

Suncorp Data means all data and information relating to the Suncorp Group and its operations, facilities, customers, clients, personnel, assets and programs in whatever form that information may exist and whether entered into, stored in, generated by or processed as part of a Service and any other data relating to the Services, including Suncorp's Confidential Information.

Suncorp Group means Suncorp and its Related Body Corporate.

Suncorp Property means: (a) any property of Suncorp or the Suncorp Group (including information created or obtained by the Supplier in the course of performing its obligations that relates to Suncorp or the Suncorp Group or their customers, or Suncorp Group's business) in the custody or control of the Supplier, its Personnel, its Subcontractors or their Personnel; and (b) Suncorp Data.

Supplier means the person identified on the purchase order form as the supplier of the Goods and Services.

Supplier's Associates means any Related Body Corporate of the Supplier and any officer, employee, worker,

agent, contractor, consultant or adviser (including Subcontractors whether directly or indirectly engaged) of the Supplier or a Related Body Corporate of the Supplier who performs or may perform work in connection with the Supplier's activities.

Supplier Code of Practice means the Supplier Code of Practice as notified by Suncorp to the Supplier in writing at or before the commencement of this Agreement and as amended from time to time to the extent reasonably necessary for compliance by Suncorp with Applicable Laws or otherwise reasonably necessary to protect the legitimate interests of Suncorp and as reasonably notified and made available to the Supplier.

Taxes includes any federal, state, local, foreign or international taxes, fees, withholdings, levies, imposts, duties, assessments and charges of any kind and nature arising out of or related to the Agreement, including without limitation, GST, together with applicable interest and penalties.

The **Guiding Principles on Business and Human Rights** means the publication containing the "Guiding Principles on Business and Human Rights: Implementing the United Nations 'Protect, Respect and Remedy' Framework" a copy of which is available at

https://www.ohchr.org/sites/default/files/Documents/Publications/GuidingPrinciplesBusinessHR_EN.pdf, as that publication is amended, replaced or supplemented from time to time.

Warranty Period means the period commencing on delivery of the Goods to Suncorp and continuing for the period specified on the purchase order form or, if no period is specified, for ninety (90) days.

Appendix 1

CLAIMS HANDLING AS A FINANCIAL SERVICE AND COMPLAINTS

1. Definitions

Accounting Standards means:

- (a) the requirements of the Corporations Act regarding the preparation and contents of financial reports;
- (b) the accounting standards issued in accordance with the Corporations Act (including the Australian Accounting Standards issued by the Australian Accounting Standards Board and any authoritative interpretations issued by the Australian Accounting Standards Board; and
- (c) to the extent not inconsistent with (a) and (b) above, generally accepted accounting principles and practices in Australia.

AFSL means Australian financial services licence.

AFSL Holder means any Suncorp Group entity that holds an AFSL under which the Services are provided.

ASIC Policy means any current legally binding policy or guidance published by ASIC.

Complaint means any expression of dissatisfaction or complaint about the Supplier, Suncorp, or any other entity in connection with any aspect of this Agreement, including any product, service or employee, made by an insured person (or any other person).

Financial Services means a “claims handling and settling service” within the meaning of section 766G(h) of the Corporations Act insofar as the Supplier provides accommodation procurement services to Suncorp’s insured parties, on behalf of Suncorp, to satisfy a liability of Suncorp under an insurance product in full or partial settlement of a claim under such insurance product.

Insured Person means a person notified in writing to the Supplier as a person for whom the Supplier is going to carry out the Services in relation to a Suncorp insurance contract.

Regulatory Change means any:

- (a) change in Applicable Laws;
- (b) changes in ASIC Regulatory Guides, other guidance or position in respect of Applicable Laws;
- (c) changes in APRA standards or guidance in respect of the Applicable Laws;
- (d) changes in industry standards and codes of conduct applicable to Suncorp or the Supplier; or
- (e) change in applicable Accounting Standards (including the International Financial Reporting Standards).

Resources means any Personnel, sites, facilities, systems, software, source code materials, hardware, telecommunications, equipment, management systems, tools, methodologies, contracts, procedures and other resources necessary to perform any of the Services.

Serious Fraud means an offence involving fraud or dishonesty against an Australian law or any other law, that is punishable by imprisonment for life or for a period, or a maximum period, of at least three (3) months.

2. Obligations of Supplier

The Supplier must:

- (a) comply with Suncorp’s internal policies and procedures as in force from time to time and notified to the Supplier, as reasonably required and related to the Suppliers obligations under this Agreement;
- (b) perform obligations under this Agreement:

- (i) with due care and skill, to a high professional standard and to the best of the Supplier's ability and expertise;
 - (ii) efficiently, honestly and fairly;
 - (iii) in accordance with the Applicable Laws and ASIC Policy; and
 - (iv) in a manner which does not cause Suncorp to breach the Applicable Laws or ASIC Policy;
- (c) not provide financial services on behalf of Suncorp outside the scope of the authority granted by Suncorp;
 - (d) ensure that it and its employees, officers and contractors undertake all training requirements reasonably required by Suncorp from time to time and maintain a record of the training relevant to the Services and, if requested by Suncorp, provide details of that training to Suncorp;
 - (e) ensure that it has access to adequate Resources (including financial, technological and human resources services) in order to provide the Services in compliance with the terms of this Agreement and the Applicable Laws;
 - (f) advise Suncorp as soon as reasonably practicable, and in any event, within one (1) Business Day of any events or changes in the details relating to the Supplier in respect of providing any Financial Services in the course of its provision of the Services that must be notified to ASIC or APRA; and
 - (g) provide all information, documentation and general assistance reasonably requested by Suncorp which allows Suncorp to satisfy itself that it has complied with its obligations in relation to the initial and ongoing appointment of the Supplier under the Corporations Act and ASIC Policy.

3. Complaints

The Supplier will:

- (a) notify its Suncorp representative within one (1) Business Day of receiving of any Complaint made by an Insured Person whether it be verbal, in writing or via any other form of communication, i.e. social media;
- (b) provide Suncorp with all information, cooperation and assistance reasonably requested by Suncorp to deal with any such Complaint and follow Suncorp's Complaints process in accordance with Schedule 1 and of this Appendix 1;
- (c) complete any training on the Complaints process that is provided and reasonably required by Suncorp.

4. Termination

4.1 Termination by Suncorp for cause

Suncorp may terminate this Agreement immediately in writing if:

- (a) the Supplier becomes subject to a banning order made by ASIC, or a disqualification order or other order made by a court, under Division 8 of Part 7.6 of the Corporations Act; or
- (b) a director or officer of the Supplier, is charged with any criminal offence which, in the reasonable opinion of Suncorp, brings Suncorp into disrepute or gives Suncorp reason to believe that the Supplier, director or officer is not of good fame and character.

4.2 Supplier must notify Suncorp

The Supplier must promptly notify its Suncorp representative, and in any event, within one (1) Business Day, if at any time from the date of this Agreement it becomes aware that an act or event has occurred that would or might reasonably be expected to result in the occurrence of any of the events outlined in clause 4.1(a) or (b) and must also provide Suncorp with details of that act or event.

5. Authority

5.1 Cooperation and assistance

Where the Supplier engages with an Authority, or receives material written correspondence from an Authority, in relation to this Agreement or the Services, the Supplier must promptly and in any case, within one (1) Business Day, inform Suncorp and provide reasonable details of the engagement or correspondence (as relevant) to enable Suncorp to understand the nature and significance of any such engagement or material written correspondence, to the extent that this is permitted by Applicable Law.

5.2 Regulatory Change

- (a) Where a Regulatory Change occurs after the date of this Agreement that has a potential impact on the operation of this Agreement, the parties agree to act reasonably and to negotiate in good faith such amendments to this Agreement as may be required to address the Regulatory Change, with a view to giving effect to the same or substantially similar rights and obligations governing the arrangements between the parties prior to the Regulatory Change.
- (b) If the parties are unable to negotiate such amendments to this Agreement to address the Regulatory Change in accordance with clause 5.2(a), then the parties will seek to resolve this through the dispute resolution process set out in clause 14 of this Agreement.

6. Fraud Detection

If, in the course of providing the Goods and/or Services, the Supplier identifies any actual or suspected fraudulent activity by the Supplier or by an Insured Person, or by the Supplier's Personnel, subcontractor or any other third party in connection with this Agreement, the Supplier must:

- (a) notify its Suncorp representative of the actual or suspected fraudulent activity as soon as reasonably practicable, and in any event within seven (7) days of identifying the activity, or if it is Serious Fraud as soon as possible and in any event within one (1) Business Day; and
- (b) provide reasonable assistance to Suncorp in the investigation of such activity at the Supplier's cost.

7. Representations and warranties by the Supplier

- (a) The Supplier represents and warrants to Suncorp that, as at the date of this Agreement and at all times during the term of this Agreement:
 - (i) the Supplier will continue to have the relevant competencies, including knowledge and skills, to the extent necessary to provide Financial Services on behalf of Suncorp as required by Suncorp and satisfy applicable ASIC Policy, and Applicable Laws;
 - (ii) all the information the Supplier has given or gives to Suncorp to enable Suncorp to assess the suitability for appointment of the Supplier is true and correct and not misleading;
 - (iii) the Supplier is not, and will at no time be, subject to a banning order made by ASIC, or a disqualification or other order made by a court, under Division 8 of Part 7.6 of the Corporations Act; and
 - (iv) the Supplier will, at all times, provide the Goods and Services:
 - A. efficiently, honestly and fairly;
 - B. in accordance with the Applicable Laws and ASIC Policy; and
 - C. in a manner which does not cause Suncorp to breach any condition of the AFSL of an AFSL Holder, the Applicable Laws or ASIC Policy.
- (b) The Supplier must as soon as possible, and in any event within one (1) Business Day, notify its Suncorp representative if a representation and warranty under this clause ceases to be true and correct.

Schedule 1 – Complaints Handling and Financial Hardship

When the Supplier contact's Suncorp within one (1) Business Day of receiving the Complaint (as per clause 3(a) of this Appendix 1), Suncorp will inform the Supplier in writing of the most appropriate course of action.

The Supplier agrees that Suncorp will be entitled to handle any Complaints relating to the Supplier's conduct or performance of the Services when the Supplier is acting on Suncorp's behalf, under Suncorp's Complaints process.

Unless otherwise agreed or required by law, the Supplier shall not have authority to handle Complaints.

The Supplier agrees to provide Suncorp with all information and cooperation that Suncorp may reasonably require to handle and respond to Complaints in accordance with Suncorp's Complaints process.

The Supplier will ensure that its employees or contractors understand Suncorp's Complaints process and agree to provide details of Suncorp's Complaints process to an Insured Person (or other person in relation to whom the Supplier is providing the Services) if requested.

In the event that a person contacts Suncorp with a Complaint relating to the Supplier and/or the Services, the Supplier will provide to Suncorp within one (1) Business Day of such request by Suncorp all information reasonably required by Suncorp to enable Suncorp to deal with such Complaint in accordance with Suncorp's Complaints process.

Where the Supplier is informed that an Insured Person finds themselves in a situation of financial hardship due to the claim (including payment of an excess), the Supplier must contact Suncorp within one (1) Business Day of being informed about the Insured Person's circumstances, following which, Suncorp will inform the Supplier of the most appropriate course of action that Suncorp reasonably requires the Supplier to follow.

Appendix 2 – SUPPLIERS ACCESS TO SUNCORPS IT SYSTEMS

1. Suncorp may provide the Supplier with access to and use of its information technology systems, including development, test and production environments (**Suncorp's IT Systems**) to enable the Supplier to provide the Services.
2. If the Supplier is granted such access and use, the Supplier (and the Supplier's Personnel) must:
 - (a) access and use only the part of Suncorp's IT Systems for which it is specifically authorised and no other part of Suncorp's computer systems;
 - (b) keep secure the Suncorp issued authentications materials (i.e. ID's, passwords and tokens) and not disclose the Suncorp issued authentication materials to any other person without Suncorp's express written approval;
 - (c) access and use Suncorp's IT Systems only to perform its obligations under the Agreement and not for any other purpose;
 - (d) undertake training as reasonably required by Suncorp including annual information security awareness training and annual training in relation to the Privacy Laws; and
 - (e) comply with Suncorp's External Party Security Standard (EPSS) and any other polices identified and provided by Suncorp to the Supplier at or before the Commencement Date (and as amended from time to time to the extent reasonably necessary for compliance by Suncorp with Relevant Laws or otherwise reasonably necessary to protect the legitimate interests of Suncorp and as reasonably notified and made available to the Supplier), as reasonably required and related to the Services under this Agreement including the IT Acceptable Use Policy and Suncorp's Code of Conduct.
3. If the Supplier is granted such access and use, the Supplier must not:
 - (a) use Suncorp's IT Systems directly or indirectly for any activity or transmit any information or material unlawfully or which is obscene, indecent, uses offensive language, defames or offends any person;
 - (b) tamper with, hinder the operation of or make unauthorized modifications to Suncorp's IT Systems;
 - (c) delegate its right of access to Suncorp's IT Systems to any Subcontractors or any other third party without Suncorp's prior written approval;
 - (d) copy or collect in any way any data from Suncorp's IT Systems, other than as necessary to perform its obligations under the Agreement;
 - (e) knowingly, recklessly or negligently transmit any virus or other disabling feature to or from Suncorp's IT Systems;
 - (f) remove, disable or modify any security, antivirus or other software in Suncorp's IT Systems;
 - (g) connect or expose Suncorp's IT Systems to any other network including the Internet;
 - (h) damage or modify any of Suncorp's hardware; or
 - (i) upload anything onto Suncorp's IT Systems without Suncorp's prior written consent.
4. The Supplier acknowledges and agrees that Suncorp will monitor the Supplier's activities in performing its obligations under the Agreement, including when the Supplier is on Suncorp's premises and by computer surveillance.
5. If the Supplier's Subcontractor or any other Supplier Associate is given access to Suncorp's IT Systems, then that party must comply with all of the obligations set out in this section. The Supplier remains responsible for the actions of its Subcontractors.

