PRODUCT TERMS

Logiqal CORE Architecture 9.x

Product Terms for Logiqal CORE, Logiqal Video Volume and Logiqal CORE Architecture Support Plans

REFERENCE	VERSION	DATE	CLASSIFICATION
SLL-LCA	1.0	1 November 2026	Public

Issued by Secure Logiq Limited, registered in England and Wales (company number 07714764), Unit B1, Fleming Centre, Fleming Way, Crawley RH10 9NN.

These Product Terms apply to Logiqal CORE, Logiqal Video Volume and Logiqal CORE Architecture Support Plans. They sit on top of Secure Logiq's standard documents and only cover what is different for these products. Where something is not covered here, the standard documents apply.

Part A — General

1 Status and Scope

1.1 Product Terms. These are Product Terms under clause 2.7(c) of the Terms of Sale (SLL-TOS). They apply to every Quotation and Order Acknowledgement that refers to them, for the LCA Deliverables they cover.

1.2 Standard documents. The following continue to apply to LCA Deliverables, except where these Product Terms say otherwise:

(a) the Terms of Sale (SLL-TOS);

(b) the Hardware Warranty (SLL-WAR);

(c) the Technical Support Procedure (SLL-TSP);

(d) the Global Warranty Coverage list (SLL-GWC);

(e) the Data Protection Statement (SLL-DPS) and, where signed, the Data Processing Agreement (SLL-DPA); and

(f) where signed, the Distributor Agreement (SLL-DIS) or Critical Spares Pack Agreement (SLL-SPA).

1.3 What these Product Terms add. In particular, these Product Terms set out that:

(a) Secure Logiq gives no guarantee of system uptime, continuous availability or failover time;

(b) Support Plans are optional and are charged separately;

(c) Logiqal Software is licensed under Schedule 2; and

(d) the hardware warranty for LCA Hardware differs from the SLL-WAR defaults as Schedule 1 sets out.

1.4 How Secure Logiq sells. Secure Logiq may sell LCA Deliverables directly or through distributors and system integrators, at its discretion. Schedule 5 applies where the Customer is an Authorised Integrator buying for resale. Where the Customer buys for its own use, it is also the End User.

1.5 Business customers only. LCA Deliverables are supplied only to businesses. They are not supplied to consumers, and the Customer must not resell them to consumers.

1.6 End User obligations. Where these Product Terms place an obligation on the End User, the Customer must make sure the End User complies, in addition to any direct obligation the End User accepts under clause 21.1.2.

1.7 Version. The version of these Product Terms in force on the date of the Order Acknowledgement applies to that Order.

2 Definitions

2.1 Words defined in the Terms of Sale or the Hardware Warranty have the same meaning in these Product Terms.

2.2 In these Product Terms:

TERM	MEANING
ADV	Advance replacement: replacement Hardware sent before the faulty item is returned, as SLL-WAR section 5 describes.
Authorised Integrator	A distributor or system integrator approved by Secure Logiq to resell LCA Deliverables.
Certified Integrator	An Authorised Integrator that holds current Secure Logiq technical accreditation for Logiqal 9.x.
Configured Hardware	LCA Hardware built to a Configuration Sign-Off.
Configuration Sign-Off	The written build sheet the Customer approves before Secure Logiq processes an Order for configured Hardware.
End User	The business that operates the Product for its own surveillance system or application workload.
Failover	Moving active service to another server when the original stops.

TERM	MEANING
Hardware	Servers, Controllers, Chassis, Expansion Chassis, drives and spare parts supplied by Secure Logiq as part of an LCA Deliverable.
LCA Deliverables	The Hardware, Software licences, Support Plans and documentation for Logiqal CORE Architecture 9.x listed in a Quotation or Order Acknowledgement.
Logiqal CORE	Secure Logiq's software of that name, designed to run applications on shared physical servers and to move service to another server when one stops, as described in the Product Specification.
Logiqal Video Volume (LVV)	Secure Logiq's product of that name: Hardware and Software bought together, designed to provide networked recording capacity that grows by adding Expansion Chassis, as described in the Product Specification.
Licensee	The owner of the Hardware or system on which the Software is installed, as clause 21.1 sets out.
NBD	Next business day on-site attendance, as SLL-WAR section 6 describes.
Perpetual Licence	The licence in clause 21.1, which continues after a Support Plan ends for the installed Software version.
Products	Logiqal CORE, Logiqal Video Volume, and the Hardware and Software supplied for them.
Product Specification	Secure Logiq's published technical parameter sheet, identified by document number and revision in the Quotation.
Software	Logiqal CORE, Logiqal Video Volume controller and host code, updates and utilities supplied by Secure Logiq.
Support Plan	An optional, separately charged plan under Schedule 3.
Third-Party Hardware	Servers, drives, switches, workstations or power equipment not supplied by Secure Logiq.
Third-Party Software	Guest operating systems, video management software (VMS), databases and other applications not written by Secure Logiq.

2.3 A glossary of technical terms (Chassis, Controller, Expansion Chassis, Guest, Host, Hypervisor, iSCSI, Mirroring, RAID, Rebuild, Recovery Time Objective, SAN, Snapshot, Standby, Virtual Machine, VMS, Volume) is in Annex A. The glossary explains terms only. It does not create any warranty or product description.

3 Order of Precedence

3.1 If documents conflict for an LCA Deliverable, they rank in this order:

(a) the Order Acknowledgement and Quotation, for the items listed in clause 2.7(a) of the Terms of Sale;

(b) the signed Configuration Sign-Off, for the Hardware build only;

(c) these Product Terms;

(d) the Hardware Warranty (SLL-WAR);

(e) the Technical Support Procedure (SLL-TSP); and

(f) the Terms of Sale (SLL-TOS).

3.2 Despite clause 3.1, clause 15 of the Terms of Sale, as supplemented by clause 7, applies to every document listed in clause 3.1. The Technical Support Procedure describes how support works and does not create additional obligations for Secure Logiq.

3.3 For LCA Deliverables, these Product Terms prevail over any Distributor Agreement (SLL-DIS) where they conflict.

3.4 The Data Processing Agreement, where signed, prevails on data protection under its clause 2.2.

3.5 The Product Specification describes the Products. It does not override any of the documents in clause 3.1.

4 Supply Models and Ordering

4.1 Logiqal Video Volume is always supplied as Hardware and Software bought together from Secure Logiq.

4.2 Logiqal CORE is supplied either as software-only for existing or Third-Party Hardware, or turnkey, pre-installed on Secure Logiq Hardware.

4.3 Before Secure Logiq processes an Order for configured Hardware, the Customer must sign the Configuration Sign-Off. Secure Logiq builds configured Hardware to the signed Configuration Sign-Off.

4.4 Support Plans are optional and are charged separately. An Authorised Integrator that is not a Certified Integrator must buy a Support Plan with Logiqal CORE. A Certified Integrator may buy Logiqal CORE without one.

4.5 NCNR. Configured Hardware is built to order and is NCNR Goods, whether or not it is marked as such. For Configured Hardware, this clause replaces the marking requirement in clause 3.4 of the Terms of Sale. Secure Logiq will also mark Configured Hardware as NCNR on the Quotation and Order Acknowledgement. Before Secure Logiq has ordered components or started the build, clause 10.2 of the Terms of Sale applies to cancellation. After that, clause 10.4 of the Terms of Sale applies. This does not affect clauses 7.3, 8 or 11 of the Terms of Sale or Schedule 1.

5 Product Descriptions and Changes

5.1 Brochures, concept boards, animations, films, renders and line drawings are for guidance only, and clauses 3.1 and 15.5 of the Terms of Sale apply to them. Only the Product Specification identified in the Quotation describes the Products.

5.2 In addition to clause 3.2 of the Terms of Sale, Secure Logiq may substitute Hardware components with parts of equal or better function. Where a substitution affects a signed Configuration Sign-Off for an accepted Order, Secure Logiq will tell the Customer before making it. If the substitution would reduce capacity or function, Secure Logiq will get the Customer's sign-off first. The Customer must not unreasonably withhold it. If the Customer refuses, Secure Logiq may cancel the affected line and refund any sum paid for it.

5.3 Secure Logiq may change Software in new releases, provided the Software continues to conform materially to the Product Specification.

6 System Availability and Operational Responsibilities

6.1 No uptime guarantee. Secure Logiq does not promise continuous availability, uninterrupted recording, freedom from frame loss, or any uptime percentage, including during Failover, Rebuild or maintenance.

6.2 Failover. Logiqal CORE is designed to restore service automatically on another server after a server failure. Failover and recovery behaviour are design objectives, not guarantees. No Failover or recovery time forms part of the Contract.

6.3 After repair.

(a) Logiqal CORE: a repaired Host server rejoins as Standby automatically, and active service stays on the other Host server. Returning active service to the repaired server is a planned, manual step.

(b) Logiqal Video Volume: once a failed Controller is repaired, it is designed to return active service to it automatically.

6.4 Not a backup. RAID, Mirroring, Snapshots and automatic Rebuild protect against component faults only, and are not a backup. The Customer and End User are solely responsible for independent off-site backups, archive copies, recovery plans and video retention policies.

6.5 Power protection. Uncontrolled power loss can cause data loss or corruption. The Customer must include a suitable uninterruptible power supply (UPS) in the system design.

6.6 Suitability for end use. The Products are not designed, tested or certified for use as a safety control system, such as fire suppression, safety interlocks, or any system whose failure could directly cause death or injury, and must not be used as one. Secure Logiq does not approve, certify or assess any end use. The Customer and End User are solely responsible for deciding whether the Products are suitable for their intended use. The Customer indemnifies Secure Logiq against all claims, losses and liabilities arising from use in breach of this clause, except to the extent caused by Secure Logiq's breach or negligence. Clause 24.7 applies to claims under this indemnity.

6.7 Third-Party Software. The Customer or Authorised Integrator is solely responsible for selecting, licensing, configuring and maintaining all Third-Party Software and guest operating systems, and clause 12.2 of the Terms of Sale applies. Describing a VMS as "deployed with" Logiqal CORE records past deployment only. It is not certification, approval or a promise of compatibility.

6.8 External environment. Secure Logiq is not responsible for external networks, optical replication links, client workstations or Third-Party Hardware. Secure Logiq does not publish fixed replication-link, server-count or chassis limits. The requirements for each system are those stated in its Quotation or Configuration Sign-Off.

6.9 SAN replacement scope. Logiqal Video Volume presents iSCSI block storage and is designed to be used in place of an existing iSCSI SAN. Compatibility with any host or VMS is not warranted unless the Quotation says so. Migration of existing data is a separate paid service and is included only where the Quotation lists it. Non-iSCSI protocols and VMS-specific setup are excluded unless agreed in writing.

7 Liability

7.1 Clause 15 of the Terms of Sale applies to all LCA Deliverables, including Software licences and Support Plans, with the additions in this clause 7.

7.2 Further excluded losses. In addition to clause 15.2 of the Terms of Sale, and subject to clause 15.1 of the Terms of Sale, Secure Logiq is not liable for:

(a) loss, corruption, erasure or alteration of configuration files, Snapshots or Virtual Machines;

(b) loss of recorded video, missing footage, recording gaps during Failover or failure, or inability to produce evidential footage, except that where the loss is caused by Secure Logiq's breach of a warranty in these Product Terms, Secure Logiq is liable for the reasonable cost of restoring configuration and reinstalling Software, within the cap in clause 7.3;

(c) the cost of data recovery, recreating configurations or reinstalling Third-Party Software; or

(d) losses caused by Third-Party Hardware, Third-Party Software, external networks, client workstations, unapproved modifications, or the absence of a working UPS.

7.3 Cap. Clause 15.3 of the Terms of Sale applies to all LCA Deliverables. Secure Logiq's total liability is limited to the price paid or payable for the LCA Deliverables to which the claims relate.

7.4 Warranties. The only warranties, conditions and terms given for LCA Deliverables are in clause 20 (Hardware), clause 21.6 (Software) and clause 22.2.1 (Support Plans). These replace clause 11.1 of the Terms of Sale for LCA Deliverables. To the fullest extent the law allows, all other warranties, conditions and terms implied by statute, common law or otherwise are excluded, including those implied by sections 13 to 15 of the Sale of Goods Act 1979 and sections 3 to 5 of the Supply of Goods and Services Act 1982. Clause 22.2.1 replaces section 13 of the Supply of Goods and Services Act 1982. Nothing in these Product Terms excludes section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982. The Customer has relied on its own skill and judgement, or that of its Authorised Integrator, in choosing the LCA Deliverables.

8 Non-Payment and No Remote Disabling

8.1 In addition to clause 5.5 of the Terms of Sale, if any sum is overdue Secure Logiq may suspend Support Plan services and new licence activations until it is paid in full.

8.2 Secure Logiq never remotely disables, locks or interrupts a running Software system to enforce payment or licence termination. It may do so only at the Licensee's request, where law or a court order requires it, or to stop an imminent security threat. Withholding activations, updates or support is not disabling.

9 Survival

9.1 Clauses 6, 7, 8.2, 20.9, 21.3, 21.7, 21.8, 23, 24.6 and 24.7, and any other provision intended to continue, survive the end of any Contract for LCA Deliverables.

Schedule 1 — LCA Hardware Warranty

20 Hardware Warranty

20.1 Relationship to SLL-WAR. The Hardware Warranty (SLL-WAR) applies to LCA Hardware, except as this Schedule 1 changes it under SLL-WAR clause 1.2.

20.2 Base warranty.

20.2.1 Secure Logiq warrants that on delivery LCA Hardware matches the signed Configuration Sign-Off. It also warrants that LCA Hardware, including drives and Logiqal Video Volume storage Hardware, is free from physical defects for 5 years.

20.2.2 This replaces the SLL-WAR clause 2.1 defaults for LCA Hardware. Logiqal Video Volume storage Hardware is covered by this warranty, and the "storage and other products" default in SLL-WAR clause 2.1 does not apply to it.

20.2.3 The warranty starts on the date Secure Logiq dispatches the Hardware (SLL-WAR clause 3.1). It applies whether or not a Support Plan is in force.

20.2.4 LCA Hardware built to a Configuration Sign-Off is not a "custom unit" for SLL-WAR clause 5.4.

20.3 Warranty type.

20.3.1 Without a Support Plan, the warranty is return to base (SLL-WAR clause 5.6), to Secure Logiq at Unit B1, Fleming Centre, Fleming Way, Crawley RH10 9NN, United Kingdom.

20.3.2 With an active Support Plan, the warranty type is the ADV or NBD option stated on the Quotation for that Support Plan.

20.3.3 SLL-WAR sections 5 and 6 govern how ADV and NBD work, including the dispatch cut-off for hot-swap parts, the period for returning a faulty item, and when the next working day starts for NBD. NBD is available only where SLL-WAR clause 6.2 is met. The Global Warranty Coverage list (SLL-GWC) is a guide only.

20.4 Extension to year 8.

20.4.1 Continuous Support Plan cover from the point of sale extends the Hardware warranty year by year, up to 8 years from dispatch, for both Logiqal CORE Hardware and Logiqal Video Volume Hardware. This applies in place of the SLL-WAR clause 3.5 exclusion for storage.

20.4.2 If the Support Plan lapses and is not reinstated under clause 22.10, the extension beyond year 5 ends immediately. The extended warranty never covers a fault that arose, or was first reported, during a lapse.

20.5 Exclusions. In addition to SLL-WAR section 8, the warranty does not cover defects, damage or failures caused by:

(a) improper rack mounting, or failure to follow Secure Logiq installation and operating instructions;

(b) an unsuitable site environment, excessive temperature, humidity, dust, conductive contamination, power surges, or operating without an adequate UPS;

(c) opening sealed assemblies, tampering, or third-party repair;

(d) Third-Party Hardware, customer-owned servers, third-party drives, external network switches or client workstations;

(e) consumables after normal wear, cosmetic marks that do not affect operation, or altered or removed serial number labels; or

(f) damage during return shipment caused by unsuitable packaging.

20.6 Customer-replaceable parts and spares. SLL-WAR clause 5.2 sets out which hot-swap parts the Customer may fit. Critical spares packs are supplied under the Critical Spares Pack Agreement (SLL-SPA).

20.7 Returns. SLL-WAR section 9 applies to all returns. Except where SLL-WAR clause 5.5 applies, the Customer must ship returned Hardware within the period Secure Logiq states when it issues the RMA.

20.8 Licence on replacement. Where Secure Logiq replaces a complete server under warranty or a Support Plan, Secure Logiq transfers the installed Logiqal CORE licence to the replacement server.

20.9 Before returning Hardware. In addition to clause 13 of the Terms of Sale and SLL-WAR clause 6.6, before returning any server, Controller, Chassis or drive, the Customer must back up all data, video recordings, Virtual Machines and settings. Where technically possible, it must also remove personal data and footage. Secure Logiq may reformat, overwrite, test or destroy returned drives and components, with no liability for any data left on them.

20.10 Software-only Logiqal CORE. Where Logiqal CORE is bought software-only for Third-Party Hardware, Secure Logiq gives no Hardware warranty or Hardware replacement cover (clause 21.5).

20.11 Sole remedy. Subject to clause 15.1 of the Terms of Sale, the remedies in this Schedule 1 and SLL-WAR are the Customer's only remedies for defective Hardware.

Schedule 2 — Software Licence

21 Software Licence Terms

21.1 Grant of licence.

21.1.1 Who holds the licence. The licence belongs to the owner of the Hardware or system on which the Software is installed (the **Licensee**). In a direct sale, the Licensee is the Customer. In a channel sale, the Licensee is the End User. Secure Logiq grants the Licensee a non-exclusive, non-sublicensable Perpetual Licence to use the Software for its own business purposes, on the terms of this Schedule 2.

21.1.2 Acceptance in a channel sale. In a channel sale, the licence takes effect when the End User accepts this Schedule 2, clauses 6 and 7 and the limits in Schedule 1 directly with Secure Logiq, as follows:

(a) Logiqal CORE: by an authorised representative of the End User accepting in the activation portal or offline activation process. Secure Logiq may record the name, organisation, terms version and time of acceptance; and

(b) Logiqal Video Volume: by the End User installing, accessing or using the Software. The Software displays a notice at first login stating that its use is subject to these Product Terms and where they are published. The Authorised Integrator must give the End User a copy of, or a link to, these Product Terms before installation.

Until acceptance, the Authorised Integrator is responsible for all use of the Software as if it were the Licensee.

21.1.3 Integrator's rights. An Authorised Integrator may install, activate, configure and support the Software for the Licensee. It has no right to use the Software for itself.

21.1.4 Payment. In a direct sale, the licence is conditional on Secure Logiq receiving full payment for the Software, and clause 21.7 applies to non-payment. In a channel sale, clause 21.7.3 applies.

21.1.5 Relationship to the Terms of Sale. For clause 12.3 of the Terms of Sale, this Schedule 2 is the licence for the Software. Clauses 11.5 and 15 of the Terms of Sale apply to it as these Product Terms provide.

21.1.6 One Logiqal CORE Perpetual Licence covers the applications running on one physical server. A Failover pair or group needs at least two licensed servers.

21.1.7 Subject to clause 21.7, a Perpetual Licence continues to permit use of the installed Software version after a Support Plan ends.

21.1.8 Logiqal Video Volume Software runs only on the Secure Logiq Hardware bought with it, or on replacement Hardware supplied by Secure Logiq.

21.2 Server locking, activation and transfer.

21.2.1 On installation, each Logiqal CORE licence locks to the physical server it is installed on.

21.2.2 Activation uses Secure Logiq's web portal, through the Logiqal CORE tool or a web browser. Where the server has no internet access, activation is by offline file exchange: the Customer exports a request file, and the portal returns a licence file.

21.2.3 Neither the Customer nor the End User may transfer an installed licence to another server themselves.

21.2.4 An unactivated Logiqal CORE licence may be redeployed to a different project before installation and activation.

21.2.5 An installed licence may not be transferred to any third party or other server, except:

(a) to a new owner of the intact Hardware or system it is installed on, provided the new owner accepts this Schedule 2 and Secure Logiq is told in writing;

(b) by Secure Logiq, when replacing a server under warranty or a Support Plan; or

(c) by Secure Logiq, under an active Support Plan, when migrating an eligible Secure Logiq server deployment to replacement Secure Logiq Hardware.

21.2.6 A software-only Logiqal CORE deployment on Third-Party Hardware carries no migration entitlement to Secure Logiq Hardware.

21.3 Restrictions.

21.3.1 Except as this Schedule 2 or the law permits, the Customer and End User must not copy, modify, adapt, rent, lease, sublicense or distribute the Software.

21.3.2 Reverse engineering and decompilation are prohibited, except as sections 50A to 50C of the Copyright, Designs and Patents Act 1988 allow.

21.3.3 The Customer and End User must not get around any server lock, licence key check, activation control or inactive-support notice.

21.4 Open-source components.

21.4.1 The Software includes open-source packages, including the AlmaLinux operating system and KVM, which is used as the Level 1 hypervisor.

21.4.2 Each open-source component is governed by its own licence, which prevails over this Schedule 2 for that component only.

21.4.3 Nothing in these Product Terms restricts any right granted by, or overrides, an applicable open-source licence. Where an open-source licence requires it, Secure Logiq will make the corresponding source code available on request.

21.5 Software-only Logiqal CORE on Third-Party Hardware.

21.5.1 Where Logiqal CORE is bought software-only, Secure Logiq gives no Hardware warranty or Hardware replacement cover.

21.5.2 A software-only purchase does not make the Customer's or End User's Third-Party Hardware a validated configuration.

21.5.3 The Customer and End User warrant that all Third-Party Hardware meets the published Product Specification, processor rules, storage rules and replication-link requirements.

21.5.4 Secure Logiq has no liability for Failover failure, performance loss or data loss caused by unvalidated or non-compliant Third-Party Hardware.

21.6 Software warranty. While a Support Plan for the Software is active, Secure Logiq warrants that the Software conforms materially to the Product Specification. Subject to clause 15.1 of the Terms of Sale, the only remedy for breach is correction by a release or workaround or, if Secure Logiq cannot do that, a refund of the licence fee paid for that Software. The warranty does not cover non-compliant Third-Party Hardware (clause 21.5.3), unapproved modification, or Third-Party Software. Without an active Support Plan, the Software is supplied without warranty, to the extent the law allows. The Customer acknowledges that a Support Plan, which includes this warranty, was offered at a separate price, and that the price of Software without a Support Plan reflects the absence of a warranty.

21.7 Licence termination.

21.7.1 Secure Logiq may terminate the licence for the Software concerned by written notice if, in a direct sale, payment for it remains overdue, or for a material breach of this Schedule 2. Where the breach can be put right, Secure Logiq must first give 14 days' written notice, in line with clause 17.1(b) of the Terms of Sale, and may terminate only if the breach is not put right in that time.

21.7.2 On termination, the Licensee must stop using the Software and delete all copies. Secure Logiq may enforce payment, or seek damages or an injunction, under clause 21 of the Terms of Sale.

21.7.3 Channel non-payment. If an Authorised Integrator does not pay for Software supplied for an End User, Secure Logiq may withhold activation of licences not yet activated, suspend Support Plan services for that End User, and recover the debt from the Authorised Integrator. Secure Logiq will not terminate the licence of an End User that has accepted this Schedule 2 and is not itself in breach if, within 14 days of Secure Logiq's notice, the End User shows it has paid the Authorised Integrator for that Software or pays Secure Logiq the unpaid licence fee, which Secure Logiq will credit against the Authorised Integrator's debt.

21.7.4 Clause 8.2 applies: Secure Logiq never remotely disables a running Software system.

21.8 Licence verification. On reasonable notice, Secure Logiq may verify that the Software is used in line with this Schedule 2, including server locks, through activation records, health and monitoring data, or a remote check arranged with the Licensee. The Licensee must give reasonable cooperation. If unlicensed use is found, the Licensee must pay for the licences needed at Secure Logiq's then-current prices.

Schedule 3 — Support Plans

22 Support Plan Terms

22.1 Optional and separately charged. A Support Plan is optional and is charged separately from Hardware and Software, except where clause 4.4 requires one.

22.2 Terms and options.

22.2.1 Secure Logiq performs Support Plan services with reasonable care and skill.

22.2.2 Support Plans are bought at the point of sale for a fixed term of 1, 3 or 5 years, as stated on the Quotation. This replaces the annual term in SLL-WAR clause 3.6 for LCA Deliverables.

22.2.3 Each Support Plan includes one Hardware service option, ADV or NBD, as stated on the Quotation.

22.2.4 Logiqal Video Volume Support Plans combine a Controller support line with an ADV or NBD line for each Expansion Chassis.

22.2.5 Support Plans for different Products at the same site have separate renewal dates, based on each Product's purchase date.

22.3 What an active Support Plan includes. Subject to payment, an active Support Plan includes:

(a) remote deployment of the covered Product;

(b) every major release, update release and bug-fix release of the covered Software published during the term;

(c) remote help with configuration, Software and operational changes, subject to clause 22.4;

(d) remote technical cover for Failover and Rebuild events;

(e) licence migration to replacement Secure Logiq Hardware for eligible Secure Logiq server deployments;

(f) the ADV or NBD Hardware service option bought for covered Secure Logiq Hardware;

(g) the year-by-year Hardware warranty extension up to year 8 (clause 20.4); and

(h) disk retention, under SLL-WAR clause 7.2.

22.4 Reasonable use of remote help. Remote help is provided for reasonable use. Secure Logiq may limit, or charge at its then-current rates for, help that is excessive or repeated, or that is in substance project, installation, design or training work, after telling the Customer.

22.5 How support is delivered.

22.5.1 Support is delivered as described in the Technical Support Procedure (SLL-TSP) and SLL-WAR section 4, including regional teams, local business hours, and arrangements for second-line and third-line support.

22.5.2 ADV and NBD are delivered under SLL-WAR sections 5 and 6, including their cut-off times and return periods.

22.5.3 All response times, dispatch times, NBD schedules and recovery objectives are targets only and are not guaranteed. Secure Logiq will still perform within a reasonable time. Missing a target is not a breach and carries no service credits, rebates or damages unless Secure Logiq agrees otherwise in a document signed by a director.

22.6 Customer obligations.

22.6.1 The Customer and End User must name a trained technical contact and give accurate system serial numbers when logging a support request.

22.6.2 They must give prompt remote access, including web management and SSH, for remote deployment and remote help.

22.6.3 Secure Logiq is not responsible for delays where remote access is unavailable, blocked by site firewalls, or refused by the End User.

22.7 Without a Support Plan.

22.7.1 A unit ships preconfigured. Every later configuration, Software or operational change is the Customer's responsibility.

22.7.2 Without active support, Logiqal Video Volume runs on a self-service Linux command-line platform and shows an inactive-support notice.

22.8 Renewal. Secure Logiq will send renewal notices before a Support Plan ends. The Customer may renew at any time before expiry, at Secure Logiq's then-current rate. Not receiving a renewal notice does not extend the Support Plan.

22.9 Lapse. When a Support Plan ends without renewal:

(a) the Perpetual Licence continues to run the installed version, and the 5-year Hardware warranty continues, on a return-to-base basis, until the end of year 5;

(b) new Software releases, remote help and ADV or NBD service stop immediately;

(c) the year-8 Hardware warranty extension stops immediately, unless the plan is reinstated under clause 22.10; and

(d) all later configuration, Software and operational changes are the Customer's sole responsibility.

22.10 Reinstatement. Reinstating a lapsed Support Plan means paying the Support Plan fees back to the original purchase date, in line with SLL-WAR clause 3.7. Reinstatement does not cover faults that arose, or were first reported, during the lapse.

22.11 Fees and transfer. Support Plan fees are non-refundable. A Support Plan cannot be transferred, except to a new owner together with the licence and Hardware it covers under clause 21.2.5(a).

22.12 End of life. Secure Logiq may declare a Software version or Hardware model end-of-life by giving notice. After the end-of-life date, support, releases and Hardware service for it are limited to what Secure Logiq then offers. This does not reduce the Hardware warranty in clause 20.2 or shorten a Support Plan already paid for. Major Software releases are supplied only where the covered Hardware supports them.

Schedule 4 — Data Protection

23 Data Protection

23.1 How Secure Logiq handles data. The Data Protection Statement (SLL-DPS) and clause 13 of the Terms of Sale apply. Products run on-premises under the End User's control, and Secure Logiq does not routinely host or access recorded video. Secure Logiq sees personal data only incidentally: during remote deployment, support or RMA diagnostics, and in the health and monitoring data that Logiqal Software sends to it.

23.2 Data Processing Agreement applies automatically. Whenever Secure Logiq processes personal data for a Licensee, the terms of the Data Processing Agreement (SLL-DPA) apply between Secure Logiq and the Licensee, without separate signature, as the contract required by Article 28(3) of the UK GDPR. The Licensee accepts them with the licence under clause 21.1. They include the DPA's sub-processor list and notice of changes. This replaces the "on request" basis in clause 13.4 of the Terms of Sale for LCA Deliverables. A signed DPA may be used instead, and then prevails.

23.3 End User compliance. The End User is the controller of its recorded video and system data. It must comply with the UK GDPR, the Data Protection Act 2018, any other data protection and surveillance laws that apply where the Products are used, and the Surveillance Camera Code of Practice where it applies, including having a lawful basis, privacy notices, lawful camera siting and retention limits.

23.4 Channel supply. In a channel sale, the End User is the controller and Secure Logiq acts as its processor directly. Where the Authorised Integrator does not process the End User's personal data, it is not part of the processing chain, and the Authorised Integrator warrants that it is authorised to pass on the End User's instructions. Where the Authorised Integrator does process it (for example, during first-line remote support), the Authorised Integrator is the End User's processor and Secure Logiq is its sub-processor. The Authorised Integrator warrants that it has the End User's prior written authorisation to engage Secure Logiq on terms no stricter than the DPA.

23.5 Secure Logiq as controller. Secure Logiq is an independent controller of licence, activation, portal account, and health and monitoring data that it uses for its own purposes, as the Data Protection Statement (SLL-DPS) describes.

Schedule 5 — Authorised Integrators

24 Channel and Integrator Obligations

24.1 Status. This Schedule 5 applies where the Customer is an Authorised Integrator. Where a Distributor Agreement (SLL-DIS) is signed, it governs the distribution relationship, and this Schedule 5 adds LCA-specific obligations. Each Authorised Integrator acts as an independent principal and cannot bind Secure Logiq. The Customer must make sure that each reseller it supplies accepts obligations equivalent to this Schedule 5, and is responsible for that reseller's failure to comply as if it were its own.

24.2 Certification. Distributors do not need certification. System integrator certification must be renewed after each major Product release. Clause 4.4 sets out when a Support Plan is required.

24.3 Pass-through. Before installation, the Authorised Integrator must give the End User a copy of, or a link to, these Product Terms and tell it that use of the Software is subject to them, so that acceptance under clause 21.1.2 is effective. As a supplementary protection, its contract with the End User must also give Secure Logiq rights of enforcement under the Contracts (Rights of Third Parties) Act 1999 or, where that contract is not governed by English law, an equivalent directly enforceable right under its governing law, over:

(a) Schedule 2 (licence scope, server lock and reverse-engineering restrictions);

(b) Schedule 4, including the End User's written authority appointing Secure Logiq as processor or sub-processor; and

(c) clauses 6 and 7, and the warranty limits and pre-return data rules in Schedule 1.

24.4 No claims beyond the Product Specification. The Authorised Integrator must describe the Products only in line with the current published Product Specification. It must not make any statement, warranty or commitment beyond it. In particular, it must never state or imply:

(a) continuous availability, uninterrupted recording, freedom from frame loss, or any uptime percentage;

(b) any guaranteed Failover or recovery time, or that Logiqal CORE returns active service automatically to a repaired Host server;

(c) that Logiqal Video Volume can be bought as software without Secure Logiq Hardware;

(d) that any VMS is certified, approved or guaranteed compatible; or

(e) that Secure Logiq has approved or assessed the Products for any particular end use, including any safety-related use.

24.5 First-line support. A Certified Integrator that supplies Logiqal CORE without a Support Plan is solely responsible for changes and first-line End User support. Without an active Support Plan, Secure Logiq owes no remote help, configuration changes or Software updates to the integrator or End User.

24.6 Indemnity. The Authorised Integrator indemnifies Secure Logiq against all losses, damages and costs Secure Logiq suffers or incurs, including from claims brought by an End User or third party, to the extent arising from the following, except to the extent caused by Secure Logiq's breach or negligence:

(a) its failure to get End User acceptance under clause 21.1.2, or to pass on enforceable terms under clause 24.3;

(b) any statement or promise it makes beyond the Product Specification, in breach of clause 24.4;

(c) its system sizing, Third-Party Hardware supply, UPS provision, network setup, VMS configuration, or first-line support under clause 24.5; or

(d) any supply or deployment in breach of clause 6.6.

24.7 Claims under an indemnity. Secure Logiq will tell the indemnifying party promptly about any claim covered by an indemnity in these Product Terms, let it conduct the defence at its own cost (subject to Secure Logiq's reasonable approval of any settlement that affects Secure Logiq), give reasonable help at its cost, and take reasonable steps to reduce its loss.

Annex A — Technical Glossary

TERM	MEANING
Chassis	An enclosure that holds computer components or drives.
Controller	The computer that manages drives and provides access to their data.
Expansion Chassis	An enclosure that adds drive bays to a storage system.
Guest	A software computer running an operating system and applications on assigned physical resources.
Host	The physical server and software that run application environments.
Hypervisor	Software that runs and manages software computers on physical hardware.
iSCSI	A network protocol that lets a server access shared data as if it were a local disk.
Mirroring	Keeping the same protected data on both servers.
RAID	Combining drives into a group with a chosen layout for performance or data protection.
Rebuild	Restoring a drive group's protection after a failed drive is replaced.
Recovery Time Objective	A target interval for restoring service after a failure.
SAN (storage area network)	Shared disk capacity that connected servers access through dedicated connections.
Snapshot	A saved restore point used to recover an earlier state.
Standby	A ready server waiting to take over when the active server stops.
Virtual Machine	A software computer with its own operating system and assigned resources on a physical server.
VMS (video management software)	Applications for camera feeds, recording and playback.
Volume	A logical disk presented to a connected server.