



General terms of purchase

1. Definitions – see clause 13

Where this document uses capitalized expressions (e.g. “Affiliate”, “Buyer”), those expressions have the meanings given to them in clause 13, which is at the end of this agreement.

2. Acceptance and entire agreement

2.1 The Seller may accept this agreement by any means, including: (a) signing and returning the Order in physical form; (b) by accepting the Order expressly or by conduct such as by providing e-mail confirmation or by commencing work based on the Order.

2.2 This agreement embodies the entire understanding between the parties and supersedes all other prior understandings and agreements, oral or in writing, between the parties with respect to the subject of this agreement. This agreement may be amended only by written agreement by both parties that expressly refers to this agreement. The terms of the Seller’s quote, acknowledgement or acceptance of order, specification or similar document which add to, vary from, or conflict with the terms of this Agreement shall not be applicable or binding on the Buyer. Any express terms in the Order shall overrule contrary terms, if any stipulated by the Seller.

2.3 Unless otherwise specified on the purchase Order thereof, the Order and these conditions shall be governed by and construed in accordance with Indian law save that the shipping terms used herein shall have the meanings ascribed to them in the International Chamber of Commerce Incoterms 2010.

3. Payment

3.1 The Buyer shall pay the Seller the price of Goods or Services as set out in the Order. The price of any Goods or Services shall be inclusive of any goods and services tax or other equivalent sales or consumption tax (if any) which may be imposed by any authority, which shall be paid by the Buyer together with the price as and when they fall due.

3.2 If the Order indicates that the Buyer is to pay the Seller expenses in respect of certain Services provided, at the Buyer’s request, from locations other than the Seller’s offices or their immediate area then, as indicated in the Order, the Buyer shall reimburse the Seller for expenses that the Seller incurs in providing such Services either:

(a) by paying the Seller a fixed sum per day in respect of each individual who provides such services, the value of which shall be determined in accordance with the Buyer’s standard expense table for these purposes with which the Seller is already familiar (and which may be one of those set out in the Expense Guidelines available at <https://www.pmi.com/legal/legal-documents> (as varied or replaced from time to time)); or

(b) at cost, for reasonable expenses for travel, accommodation and meals that the Seller incurs in providing such Services, provided, in respect of each such item of expense, the Seller:

(i) incurs it in accordance with the Expense Guidelines available at

<https://www.pmi.com/legal/legal-documents> (as varied or replaced from time to time);

- (ii) submits the receipt for it with its claim for reimbursement; and
- (iii) incurs it, only with the Buyer's prior approval (which it may give via e-mail).

- 3.3 Each party shall, at its own expense, comply with all obligations that this agreement attributes to it unless this agreement explicitly states that the other party is to bear the expense.
- 3.4 When the Seller has delivered the Goods or performed the Services (or both), the Seller shall promptly deliver to the Buyer (at the address specified in the Order) an invoice that accurately details the relevant Goods or Services and complies with the Buyer's requirements for invoicing. If the Services are to be charged on a time and materials basis and spread over a period greater than a month, the Seller shall invoice in arrears promptly following the end of each month (with associated expenses if permitted as set out below).
- 3.5 The Buyer shall pay, by bank transfer, the Seller's invoice within 60 days from the date the Buyer receives it (and provided it complies with the above requirements). Should the Seller fail to comply with its obligations under this agreement, the Buyer reserves the right to suspend payment in whole or in part.

4. Confidentiality

- 4.1 This Agreement and all information exchanged between the Parties under this Agreement or during the negotiations preceding this Agreement ("**Confidential Information**") is confidential to them and shall not be disclosed to any Person. Except with the prior written consent of the other Party, each Party shall hold in strictest confidence, shall not use or disclose to any third party, and shall take all necessary precautions to secure any Confidential Information of the other Party. Disclosure of such information shall be restricted solely to employees, agents, consultants and representatives on a strict need-to-know basis who have been advised of their obligation with respect to Confidential Information and have agreed to such obligation.

"**Confidential Information**" shall mean all non-public information that this Agreement or the disclosing Party designates as being confidential, or which, under the circumstances of disclosure ought to be treated as confidential. "Confidential Information" includes, without limitation, the terms and conditions of this Agreement, information relating to the financial and accounting books and records, marketing or promotion of any product or services, business policies or practices, customers, potential customers or, documentation, or information received from customers or any other party that a Party is obligated to treat as confidential.

- 4.2 Each party shall, and shall procure that its Auxiliary Persons shall:
- (a) keep confidential all Confidential Information that it receives from (or on behalf of) the other in connection with this agreement and apply reasonable measures to keep it secure;
 - (b) return (or, at the disclosing party's instruction, destroy) such Confidential Information at the end of this agreement; and
 - (c) except as permitted by clause 4.2, not disclose any of the other party's Confidential Information to any third party nor refer to its business relationship with the other for promotional or advertising purposes without that other's prior written consent.

- 4.3 Each party may disclose the other party's Confidential Information:

- (a) to its Auxiliary Persons who both:
 - (i) need to know such information for the purposes of its business (or the business of one of its Affiliates); and
 - (ii) are subject to obligations of confidentiality comparable to those in this clause 4;
- (b) to its Affiliates, and to its and their service providers, provided the persons within such organisations who are given access to such information are subject to the obligations in subparagraphs (a)(i) and (a)(ii); and
- (c) as may be required by law, to a court of competent jurisdiction or any governmental or regulatory authority, provided that the disclosing party gives to the other party the maximum practicable notice of the disclosure and shall consult with the other Party in relation to the content of the disclosure.

4.4 Neither party shall use any other party's Confidential Information for any purpose other than to perform its obligations under this agreement.

4.5 The aforementioned obligations are enduring and are binding both prior to and after the performance of obligations under this agreement.

5. Limit of liability

Neither party limits liability for: death or personal injury caused by negligence; for fraud, wilful misconduct or gross negligence; to the extent mandatory law prohibits any limit; for breach of clause 4 (Confidentiality); for liability arising under clause 7.2 or 8.2; or for breach of clause 9.2.

6. General provisions

6.1 The Seller is an independent contractor. This agreement does not create a relationship of principal and agent, or of partnership, or of joint venture between any of the Buyer, the Seller and any Auxiliary Persons.

6.2 The Seller shall obtain the Buyer's prior written approval before subcontracting. If the Seller does subcontract:

- (a) it shall do so substantially on these terms;
- (b) it shall ensure that warranties it receives extend to the Buyer;
- (c) if it does not receive such express warranties, it warrants such Goods or Services to the same extent set out in clauses 7.1 and 8.1; and
- (d) it remains fully liable to the Buyer for any subcontracted Goods or Services.

6.3 Seller will not be entitled to assign, transfer or delegate rights or obligations under this agreement without the Buyer's prior written consent. Buyer will be entitled to assign, transfer or delegate rights or obligations under this agreement without the Seller's prior written consent.

- 6.4 The Seller shall at its own expense maintain:
- (a) employer's liability, third party liability, product liability and professional negligence insurance to cover its liabilities arising from this agreement with an insurance company acceptable to the Buyer and with limits of cover acceptable to the Buyer; and
 - (b) all permits, licences, certifications, registrations, and insurance coverage required by law.

On the Buyer's request, the Seller shall provide the Buyer with copies of the relevant certificates of insurance, permits, licences, certificates and registration documents.

- 6.5 BUYER shall have the right to make changes in the Order(s) placed by it at any time at its sole discretion upon written notice to Seller. Such changes shall be subject to an equitable adjustment in the performance schedule and/or purchase price, based on reasonable and unavoidable costs incurred by the Seller as a result of such change. Any claim of Seller for an adjustment must be submitted in writing to BUYER within thirty (30) calendar days of BUYER's change notice.
- 6.6 If the Seller determines that it cannot deliver the Goods or perform the Services on the date specified in this agreement owing to events beyond its reasonable control (such as: third party industrial disputes; natural disasters having widespread and significant consequences not reasonably foreseeable, war, riot, civil commotion, malicious damage, compliance with applicable law or regulation), it shall immediately notify the Buyer. The Buyer, without liability to the Seller, may, at its discretion, either (a) extend the time for delivery or performance; (b) require the Seller to use best efforts to secure substitute Goods or Services; or (c) cancel this agreement in whole or in part and source the Goods or Services from an alternative provider.
- 6.7 Where this agreement requires that something be done in written form, e-mail shall satisfy the requirement.
- 6.8 No part of any payment by Buyer to Seller may be used, directly, indirectly, or through any other means whatsoever, (i) for any purpose that would constitute a violation of the laws of any country where the Services shall be rendered or Goods will be delivered, the countries where Buyer is organized and where Seller resides, or any other country whose laws may apply to either of the parties or Affiliates of Buyer, (ii) in order to procure any benefit from any government employee, or (iii) for any illegal, unethical, or improper purpose, whether or not in connection with this Agreement, and Seller warrants that he will not use any such funds in a way that violates this provision.
- 6.9 The Seller unequivocally undertakes that within a period of 10 days from the date of obtaining registration under the Micro, Small and Medium Enterprise Development Act, 2006 Act (MSMED Act), it shall inform Buyer about the same, failing which, it shall be presumed that that the Seller is not a micro, small or medium enterprises as per the provisions of the MSMED Act.

6.10 Right of review

- 6.10.1 Upon reasonable notice and within normal business hours, the Buyer may inspect the Seller's:
- (a) financial and accounting records relating to sums it charges the Buyer under this agreement on an "at cost", "pass-through", or "cost plus" basis; and
 - (b) compliance with the terms of clause 9.

6.10.2 The Buyer may do so only:

- (c) with minimum disruption to the Seller's business; and
- (d) once per year unless a complaint by an individual, a regulator or a breach of security has occurred in which case a further inspection may take place.

6.8.2 Each Party shall bear its costs of preparing for and undertaking such inspections.

7. Provisions that apply for purchase of goods

7.1 The Seller warrants that (a) the Goods will be free from any liens or encumbrances on title that could affect the Seller's right to transfer title of the Goods to the Buyer; (b) the Goods will be free from defects and shall meet all specifications, standards, procedures, methods or systems referred to in this agreement; (c) the Goods will be free from any defects in design, workmanship or materials; (d) the Goods will be suitable for normal commercial use; and (e) the Goods will be manufactured, packaged and labelled in accordance with this agreement and all laws and standards of the countries of manufacture, distribution, and intended use, including laws on labour and employment, manufacturing, transport, data protection, environment, competition and fair market practices.

7.2 The Seller warrants that the Goods will not infringe any Intellectual Property Rights of any third party. The Seller shall defend the Buyer and its Affiliates against any claims that the Goods infringe any such rights, and shall indemnify them (irrespective of whether the Seller is in breach of warranty) from any loss, damage, costs, expenses (including reasonable attorneys' fees), settlements, and judgments incurred by the Buyer or its Affiliates or anyone deriving their right to use the Goods from the Buyer or its Affiliates arising out of, or in connection with, any claim that the Goods infringe Intellectual Property Rights. The Buyer shall promptly notify the Seller of any such claim.

7.3 The Seller shall suitably package the Goods and deliver them (or engage a carriage company to do so) at the time and place specified in the Order. For any Goods that cross international borders for delivery, the Goods shall be sent Delivered Duty Paid (DDP) (INCOTERMS 2010). The Seller shall insure the Goods until delivery. Subject to clause 7.5, risk of loss shall pass from the Seller to the Buyer in accordance with the applicable INCOTERM and title shall pass at the same time, with the exception of deliveries from outside Switzerland, when title shall pass upon leaving the territory of the country of origin.

7.4 In the event of late delivery, the Buyer may cancel this agreement with no obligation or liability to the Seller except as provided in clause 7.8, even if the Buyer has already received the Goods. Alternatively, the Buyer may allow the Seller additional time to make delivery, without waiving any right to damages against the Seller. The Buyer reserves the right to claim damages and interest from the Seller in the event of late delivery and in the event of any failure of the Seller to perform its obligations under this agreement that causes loss or expense to the Buyer.

7.5 The Buyer may refuse any Goods that the Seller delivers in excess of the quantity stated in this agreement within 14 days after their delivery.

7.6 Should the Buyer receive, or pay for, the Goods, this shall not, of itself, imply that:

- (a) the Buyer: (i) accepts the Goods; or (ii) waives any of its rights;
- (b) the Goods meet the Buyer's specifications or requirements; or

(c) the Seller has complied with its obligations under clause 7.1.

- 7.7 If the Goods do not comply with the warranties in clause 7.1, the Buyer may (without limiting any of its other rights) reject the Goods in whole or in part, or require the Seller to replace or repair some or all of the Goods. The warranties in clause 7.1 shall be valid for 24 months from the date the Goods are delivered, save for the warranty in clause 7.2, which shall continue indefinitely. The Buyer is entitled to notify the Seller of a breach of the warranties at any time during 24 months.
- 7.8 If the Buyer cancels this agreement or rejects all or some of the Goods pursuant to these terms, the Buyer shall have no obligation to the Seller other than to allow the Seller to collect the rejected Goods at the time and place the Buyer specifies to the Seller. The Buyer may claim from the Seller reasonable storage and insurance expenses (if it incurs any) from the time that the Goods were received until the Seller collects the rejected Goods.
- 7.9 The Buyer shall have the continuing right to inspect the Seller's production facilities. If the Buyer determines that the quality of the Goods in the course of production does not meet the standards set by this agreement or if the Buyer reasonably determines that the Seller will not deliver the Goods on or before the date specified, the Buyer may cancel this agreement at any time in whole or in part, while retaining all rights against the Seller.
- 7.10 To the extent that the use, distribution, resale or advertising of the Goods involves the use of any Intellectual Property Rights of the Seller, its Auxiliary Persons, or the manufacturer of the Goods, the Seller grants the Buyer a worldwide, royalty-free, and irrevocable right for such use of such Intellectual Property Rights in the Goods, for the full term of Intellectual Property Rights protection.
- 7.11 The Buyer grants the Seller the right to use the Buyer Materials for the sole purpose of complying with the Seller's obligations under this agreement. Upon termination or expiry of this agreement, this right shall end, and the Seller shall return the Buyer Materials to the Buyer. The Seller shall not have any further rights to use any Intellectual Property Rights of the Buyer or any of its Affiliates.

8. Provisions that apply for purchase of services

8.1 Service standards

- (a) The Seller shall provide the Services in a professional, workmanlike, and timely manner, using the level of skill, knowledge and judgment required, or reasonably expected, of suppliers of comparable services. The Seller warrants that the Services conform to all descriptions and specifications that the Seller has provided to the Buyer. The Seller shall give the Buyer oral and written progress reports, as the Buyer may request from time to time. In the event that the Seller is providing the Services on a time and materials basis, upon completion of the Services the Seller shall submit for the Buyer's acceptance a report specifying the number of hours worked and materials used. The Seller shall present Work Products in a form and manner acceptable to the Buyer.
- (b) In performing the Services, the Seller shall comply with:
- (i) applicable law;
 - (ii) safe working practices (including, if the Services are to be provided at a site of the Buyer or an Affiliate, the Buyer's "Environment, Health, Safety & Security Guidelines for PMI CH Service Providers" available at

<https://www.pmi.com/legal/legal-documents> (as varied or replaced from time to time)); and

- (iii) any policies and codes of business conduct that the Buyer notifies the Seller.
- (c) If the Services fail to comply with the provisions of this agreement, the Buyer may (without prejudice to any other rights it may have): (i) request the Seller to perform such corrective or additional Services as may be necessary to remedy such failure; (ii) refuse to accept any subsequent performance of the Services which the Seller attempts to make; (iii) terminate this agreement in whole or in part without liability to the Seller; (iv) purchase substitute services from another supplier; (v) hold the Seller accountable for any loss and additional costs incurred; and (vi) have the Seller refund all sums that the Buyer previously paid the Seller under this agreement.

8.2 Intellectual Property Rights

- (a) The Seller warrants that all Contract Materials shall be its original work (or that of its Auxiliary Persons). The Seller hereby (i) transfers, and shall procure that all its Auxiliary Persons transfer, to the Buyer, free of claims, all Intellectual Property Rights in Contract Materials from the moment of their creation; and (ii) waives, and shall procure that all its Auxiliary Persons waive, all moral rights relating to Contract Materials. The Buyer shall retain exclusive ownership of the Contract Materials and related Intellectual Property Rights after termination or expiry of this agreement. The Seller shall, and shall procure that its Auxiliary Persons shall, provide all assistance reasonably required to perfect the Buyer's rights under this clause, including executing a certificate of acknowledgement of the foregoing transfer and such other documents as the Buyer reasonably requests in order to register, establish, maintain, perfect, assert or defend any Intellectual Property Rights in the Work Product.
- (b) The law of some countries may not permit the foregoing transfer of Intellectual Property Rights. To the extent that is the case, the Seller hereby grants to the Buyer and its Affiliates, for the full term of Intellectual Property Rights protection, an exclusive, sub-licensable, worldwide, irrevocable, assignable, royalty-free licence to use, modify and add to the Contract Materials (and any proprietary rights or technology contained in or relating to them), and to combine such with other Materials, in each case to the extent necessary to allow the Buyer and its Affiliates to use, manufacture and develop the Work Product and to be able to fully benefit from the rights granted to it under this agreement.
- (c) The Seller hereby grants to the Buyer and its Affiliates, for the full term of Intellectual Property Rights protection, a non-exclusive, sub-licensable, worldwide, irrevocable, assignable, royalty-free license to use, modify and add to the Seller Materials (and any proprietary rights or technology contained in or relating to them), and to combine such with other Materials, in each case to the extent necessary to allow the Buyer and its Affiliates to use, manufacture and develop the Work Product and to be able to fully benefit from the rights granted to it under this agreement.
- (d) The Seller transfers, from the moment of delivery to the Buyer, title to all physical items that it delivers to the Buyer under this agreement.
- (e) The Seller acknowledges that the sums payable by the Buyer under this agreement are good, valuable and complete consideration for the vesting of ownership in the Buyer of the Contract Materials and the Intellectual Property Rights in the them; the transfer of title in the physical items; and the granting of the licence to the Seller Materials.

- (f) The Buyer grants the Seller the right to use the Buyer Materials for the sole purpose of complying with the Seller's obligations under this agreement. Upon termination or expiry of this agreement, this right shall end, and the Seller shall return the Buyer Materials to the Buyer. The Seller shall not have any further rights to use any Intellectual Property Rights of the Buyer or any of its Affiliates.
- (g) The Seller shall not disclose to the Buyer Confidential Information of others. The Seller warrants that the Work Product (excluding Buyer Materials) does not infringe any Intellectual Property Rights of any third party. The Seller shall defend the Buyer and its Affiliates against any claims that the Work Product (excluding Buyer Materials) infringes any such rights, and shall indemnify them (irrespective of whether the Seller is in breach of warranty) from any loss, damage, costs, expenses (including reasonable attorneys' fees), settlements, and judgments incurred by the Buyer or its Affiliates or anyone deriving their right to use Work Product from the Buyer or its Affiliates arising out of, or in connection with, any claim that the Work Product infringes Intellectual Property Rights. The Buyer shall promptly notify the Seller of any such claim.

8.3 Termination

- (a) In addition to its rights under applicable law, the Buyer shall also have the right to terminate this agreement at any time by notice to the Seller for convenience with effect from no less than 14 days following the notice.
- (b) Should the Buyer terminate this agreement by virtue of the above, it shall pay the Seller:
 - (i) for terminating services to be performed on a "time and materials" basis, the normal fees up to the effective date of termination; and
 - (ii) for terminating services to be performed on a "fixed price" basis, an equitable sum to reflect the Seller's progress in, and reasonable investment towards, achieving the deliverables to which such fixed price services relate (but no more than the relevant fixed price fee).

9. Provisions that apply if the Seller Processes Buyer Data or accesses Buyer Information Systems –

9.1 Information security

- (a) Where this agreement involves either the Seller's:
 - (i) accessing Buyer Information Systems otherwise than using, from the Buyer's (or Affiliate's) premises, hardware that the Buyer provides for that purpose; or
 - (ii) Processing Buyer Data otherwise than directly on Buyer Information Systems,

the Seller shall, and shall ensure that the Seller and its Auxiliary Persons shall, comply with the Buyer's information security schedule available at <https://www.pmi.com/legal/legal-documents> (as varied or replaced from time to time). Where the Seller accesses Buyer Information Systems using hardware that the Buyer provides for that purpose when at the Buyer's (or Affiliate's) premises, the Seller shall, and shall ensure that its Auxiliary Persons shall, comply with the Buyer's policies concerning access to and security of such Buyer Information Systems.

9.2 Data protection- Processing by the Seller

Rights and obligations of Seller and Buyer – Seller as Data Processor of Buyer Personal Data

9.2.1 This clause 9.2.1 applies to all the Seller's Processing of Buyer Personal Data, save where the Seller Processes Buyer Personal Data as a Data Controller as specified in clause 9.2.3.

- (a) The Buyer appoints the Seller as its Data Processor.
- (b) The Seller shall Process Buyer Personal Data only:
 - (i) on behalf of the Buyer (and not for itself);
 - (ii) for the purpose of providing the Services;
 - (iii) so far as necessary to provide the Services; and
 - (iv) in accordance with the Buyer's reasonable and documented instructions from time to time.
 - (v) in compliance with all applicable data protection law.

The Supplier shall ensure that any Auxiliary Person acting under its authority who has access to Client Personal Data is bound by contractual obligations that provide equivalent protections in relation to Client Personal Data to those set out in this Exhibit.

(c) Data Processing particulars

The particulars of the Processing under clause 9.2.1 are as set out below, save to the extent amended or supplemented in the Order:

(i) Subject matter of the Processing:	The provision of the Services to the Buyer.
(ii) Duration of the Processing:	The term of the agreement.
(iii) Nature and purpose of the Processing:	As per the description of the Services, and as further specified in the Order.
(iv) Types of Personal Data being Processed:	See the Order.
(v) Categories of Data Subject to whom the Personal Data being Processed relates:	See the Order.

(d) Subprocessing

The Seller shall not appoint any subcontractor as a further Data Processor to Process Buyer Personal Data without the Buyer's prior written consent. Subject to clause 6.2, should the Seller appoint any subcontractor as a further Data Processor to Process Buyer Personal Data, the Seller shall engage them on terms that provide equivalent protections to those set out in this clause 9.2 in writing.

(e) Data transfers

- (i) The Seller may not Process, nor permit any sub-processor to Process, Buyer Personal Data outside the Buyer's jurisdiction (and, where the Buyer is based

within the EU Equivalent Protection Area, the “jurisdiction” shall for these purposes be the EU Equivalent Protection Area) unless:

- (A) the Buyer gives its prior written consent to that Processing; and
 - (B) the Processing is covered by appropriate safeguards as defined under applicable data protection law (and, where the Buyer is in the EU Equivalent Protection Area, such measures shall be as defined under Article 46 of the GDPR).
- (ii) The Seller shall not perform any further transfers of the Buyer Personal Data outside the Buyer’s jurisdiction beyond the transfer permitted in accordance with clause 1.1(e)(i) without complying with the requirements of that clause again in respect of such further transfers, and so on.
- (f) Assistance to the Buyer
- (i) The Seller shall, upon the Buyer’s request, assist the Buyer to assess the impact of the Processing on the protection of Buyer Personal Data, including by providing:
 - (A) a systematic description of the way that Buyer Personal Data is Processed or planned to be Processed;
 - (B) a description of the measures it has implemented to protect Buyer Personal Data and to assist the Buyer in responding to Data Subject requests; and
 - (C) an assessment (in the form of a data protection impact assessment), of the specific risks of which the Seller is aware, to the rights and freedoms of Data Subjects arising out of or in connection with the Seller’s Processing.
 - (ii) The Seller shall assist the Buyer as reasonably requested in cases where the Buyer decides to carry out a prior consultation with the relevant data protection authority.
- (g) Data Processing record
- The Seller shall:
- (i) maintain a list of all subprocessors that it has engaged to Process Buyer Personal Data, and of the location of such subprocessors (including all proposed locations of Processing);
 - (ii) make such list available to the Buyer upon request (for example, by making it available on the Seller’s corporate website); and
 - (iii) at all times keep such list up to date.
- (h) Audit
- (i) The Seller shall provide the Buyer with all information that the Buyer reasonably requests to demonstrate compliance with applicable data protection law.
 - (ii) In addition, the Buyer may, upon reasonable notice and within normal business hours, either itself or through its third party auditors, audit the Seller’s compliance with the terms of this clause 9.2.

(i) Return of Buyer Personal Data

Within 14 days of the expiry (or termination) of the Agreement, the Seller shall (at the Buyer's election) destroy or return to the Buyer all Buyer Personal Data in its possession or control. This requirement shall not apply to the extent that the Seller is required by applicable law to retain some or all of the Buyer Personal Data.

(j) Data Subjects

The Seller shall, if it receives any communication from any person (including Data Subjects or data protection authorities) with respect to its Processing of Buyer Personal Data:

- (i) notify the Buyer within 1 working day of receiving it;
- (ii) assist the Buyer as reasonably required to enable the Buyer to respond to it; and
- (iii) not respond directly to it without the Buyer's written permission.

(k) Duty to Inform Buyer of Infringements

The Seller shall inform the Buyer immediately in writing if it considers that any of the Buyer's instructions infringe applicable data protection law.

(l) Assistance with Security Events

The Seller shall assist the Buyer with any Data Breach and any suspected or threatened Data Breach (each, a "**Security Event**") by:

- (i) notifying the Buyer within 24 hours of becoming aware of the Security Event;
- (ii) providing the Buyer with all relevant information and documentation in its (or its subprocessors') knowledge, possession or control concerning the Security Event; and
- (iii) by co-operating with the Buyer and taking such steps as the Buyer may reasonably require to assist in investigating, mitigating and remediating any Security Event.

Rights and obligations of the Seller and the Buyer – Seller as either Data Processor or (to the extent specified in clause 9.2.3) Data Controller of Buyer Personal Data

9.2.2 This clause 9.2.2 applies both to the Seller's Processing of Buyer Personal Data as a Data Processor, and (to the extent specified in clause 9.2.3) to its Processing of Buyer Personal Data as a Data Controller.

The Seller shall:

- (a) comply with all applicable data protection law in Processing Buyer Personal Data;
- (b) ensure that any natural person acting under its authority who has access to Buyer Personal Data is bound by contractual obligations that provide equivalent protections in relation to Buyer Personal Data to those set out in this clause 9.2.; and
- (c) implement and maintain appropriate technical and organisational measures necessary to protect the Buyer Personal Data from accidental or unlawful destruction, damage, loss,

alteration, unauthorised disclosure or access, including the measures set out in the Buyer's information security schedule available at <https://www.pmi.com/legal/legal-documents> and (without prejudice to the generality of the foregoing), as required by applicable data protection law. The Seller shall ensure that any person authorised to Process Buyer Personal Data is bound by contractual obligations of confidentiality.

Rights and obligations of the Seller and the Buyer – Seller as Data Controller of certain Buyer Personal Data

9.2.3 The Seller shall Process on its own behalf (as a Data Controller) Buyer Personal Data only to the extent that it comprises (i) contact details of personnel of the Buyer and its Affiliates; and (ii) login and password data, audit trail data and any similar data generated by or in connection with the system(s), if any, used by the Seller to provide the Services, in each case only to the extent necessary to Process such data for the purpose of:

- (a) exercising its legal rights;
- (b) managing its commercial relationship with the Buyer and its Affiliates, provided this shall not include profiling, or marketing to, individual employees of the Buyer or its Affiliates, or of a supplier to any of them, or making available the Buyer Personal Data to any third party for any purpose other than as agreed in writing with the Buyer or as required by applicable law; or
- (c) operating such systems and back office processes as are necessary in order to provide the Services.

9.2.4 The Seller shall, where it acts as a Data Controller, notify the Buyer as soon as is reasonably practicable of a Data Breach after becoming aware of it, and shall (without prejudice to its other obligations under this clause 9.2) consult with the Buyer about such steps as may reasonably be necessary or appropriate to investigate, mitigate and remediate the Data Breach and otherwise assist the Parties to discharge their respective obligations under applicable data protection law.

10. Rights and obligations of the Seller and the Buyer – Buyer as Data Controller of certain Personal Data relating to Seller

10.1.1 The Buyer and its Affiliates will Process on their own behalf (each as a Data Controller) certain Personal Data relating to the Seller, its affiliates, its and their suppliers, and its and their employees. For details, see the Business Partner Privacy Notice available at <https://www.pmi.com/legal/legal-documents> (as varied or replaced from time to time).

10.1.2 The Buyer shall, where it acts as a Data Controller, notify the Seller as soon as is reasonably practicable after becoming aware of a breach affecting Personal Data relating to the Seller as Processed by the Buyer pursuant to clause 10.1.1 above, and shall consult with the Seller about such steps as may reasonably be necessary or appropriate to investigate, mitigate and remediate the Data Breach and otherwise assist the Parties to discharge their respective obligations under applicable data protection law.

11. Indemnification

Seller shall defend, indemnify and hold the Buyer and its directors, officers, employees and agents harmless from and against, any and all suits, actions and proceedings, claims, liabilities, losses, damages, costs and expenses, including reasonable outside attorneys' fees, arising in connection with:

- (a) a violation of any law, regulation or order of any government or judicial authority; or

- (b) any act, omission, fraud, negligence or default or the breach of any of its obligations or representations hereunder, by itself or its directors, officers, employees and agents; or
- (c) any infringement of any Intellectual Property right of the Buyer or any third Party; or
- (d) Disclosure of Confidential Information to any third party except with the written prior consent of the Buyer.

12. **Dispute resolution and arbitration**

This Agreement shall be governed by and construed in accordance with Indian law. All disputes or claims arising out of or in connection with or relating to this Agreement, or the breach, termination or invalidity hereof, shall be finally settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996. For the purpose of such arbitration, there shall be one arbitrator mutually appointed between the Parties, failing which each of the Parties shall appoint one arbitrator each and the two arbitrators shall then jointly appoint a third arbitrator, who shall serve as the presiding arbitrator. All arbitration proceedings shall be conducted in the English language and the place of arbitration shall be in Delhi. Subject to the above, the Parties shall submit to the jurisdiction of the courts at Delhi to the exclusion of all other courts.

13. **Definitions –**

In this document, unless the context otherwise requires, unless the context otherwise requires, the following expressions shall have the meanings ascribed to them as under:

“**Affiliate**” means any entity which controls, is controlled by, or is under common control with, the relevant party; and “**control**” (and variants of it) means the ability, directly or indirectly, to direct the affairs of another by means of ownership, contract or otherwise.

this “**agreement**” means the agreement formed by the Order and these terms.

“**Auxiliary Person**” means any person working directly or indirectly for another (such as an employee (or equivalent), a subcontractor, or an employee (or equivalent) of a subcontractor, of the person concerned) or an officer, representative or adviser of that person.

“**Buyer**” means the person identified as such (or similar, e.g. “**Client**”, “**Customer**”) on the Order.

“**Buyer Data**” means data that either:

- (a) the Buyer, or a person acting on its behalf, provides to the Seller, or permits the Seller to access, in connection with this agreement; or
- (b) the Seller creates in providing the Services.

“**Buyer Information Systems**” means information technology and communications systems, networks, services and solutions (including all hardware, software and documentation that either (a) form part of such systems and networks, or (b) are used in the provision of such services and solutions) that are either owned by the Buyer (or one of its Affiliates) or are reserved for its (or their) operation.

“**Buyer Materials**” means all Materials that the Buyer delivers to the Seller in connection with this agreement.

“**Buyer Personal Data**” means Buyer Data that is Personal Data.

“Contract Materials” means all Materials that the Seller (either itself or through Auxiliary Persons) creates in the performance of this agreement.

“Data Breach” means any breach of security leading to the accidental or unlawful destruction, damage, loss, alteration, unauthorised disclosure of, or access to, Buyer Personal Data transmitted, stored or otherwise Processed.

“Data Controller” means a person who, alone or jointly with others, determines the purposes and means of the Processing of Personal Data.

“Data Processor” means a person who Processes Personal Data on behalf of a Data Controller.

“Data Subject” means an identified or identifiable individual. An “identifiable” individual is one who can be identified, directly or indirectly, including by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to his physical, physiological, genetic, mental, economic, cultural or social identity.

“EU Equivalent Protection Area” means the area that comprises:

- (a) countries within the European Union, Iceland, Liechtenstein and Norway; and
- (b) countries, sectors in countries (such as the Privacy Shield in the USA) and international organisations that the European Commission may, from time to time, officially recognise as ensuring an adequate level of protection as provided for in Article 45 of the GDPR.

“GDPR” means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data.

“Goods” means the goods that the Seller is to provide under the Order.

“Intellectual Property Rights” means all rights in any country or jurisdiction in patents, inventions, trade secrets and other rights in know-how, copyrights (including any extensions or renewals), rights affording equivalent protection to copyright, rights in databases, registered designs, design rights, industrial designs and utility models, trademarks, trade names, business names, trade dress, logos, domain names and all registrations or applications to register any of the foregoing items.

“Material” means any material, item or idea (for example: designs, components, products, concepts, sketches, drawings, specifications, documentation, photographs, plans, computer software, reports, surveys, training materials, recommendations, methodologies, techniques, processes, inventions and discoveries).

“Model Clauses” means contractual clauses recognised by competent legislative authorities (including bodies exercising the authority to promulgate delegated legislation, and particularly in the European Union, the European Commission) for the purpose of permitting a transfer of Personal Data beyond the borders of the relevant country (for example, where the Data Controller is located within the EU Equivalent Protection Area, applicable data protection law may permit the Buyer to permit the transfer on the basis of standard contractual clauses for transfers approved by the European Commission pursuant to Articles 46.2.(c), 46.2.(d) and 46.5 of the GDPR).

“Order” means the document (for example, a purchase order, contract information document) that incorporates these terms.

“Personal Data” means any data that relates to a Data Subject.

“Process” (and variants of it, such as “Processing”) means to perform any operation or set of operations upon data, whether or not by automatic means, such as collecting, recording, organising, storing, adapting or altering, retrieving, consulting, using, disclosing (by transmission, dissemination or otherwise making available), aligning or combining, blocking, erasing or destroying.

“Seller” means the person identified as such (or similar, e.g. “Supplier”, “Service Provider”) on the Order.

“Seller Materials” means all Materials that are not Contract Materials or Buyer Materials.

“Services” means the services that the Seller is to provide under this agreement.

“Work Product” means all Materials that the Seller (itself or through Auxiliary Persons), in the performance of this agreement, creates or delivers to the Buyer.