

Seltaris Product Terms

Last updated: 15 April 2026.

RECITALS

- a. These Product Terms are supplementary to the General Terms agreed by the Parties and together with all other Seltaris Terms as defined, apply to the Seltaris product (the "Product").
- b. These Product Terms are set out in two parts: Part A (ANZ Location Product Terms) clauses 1-10, and Part B (Seltaris Terms) clauses 11-16.

Part A – ANZ Location Product Terms

1. DEFINITIONS AND INTERPRETATION

- a. In these Product Terms the following definitions shall apply:

“Additional Services” means services which are not directly covered by the Agreement and may be subject to Additional Terms as set out in the Order Form.

“Annexure” means a document which is annexed or attached to these Product Terms and is identified as an annexure, attachment or schedule, and may include any addendum, amendment, appendix, file attachment, variation or URL/hyperlink.

“Batch Service” means the processing and enhancement of Input Materials by GBG and the delivery of Results to the Customer by data file.

“Data Processing Agreement” or “DPA” means the data processing agreement (including its schedules) that sets out the privacy provisions that shall apply to all Orders executed by the Parties which is available at: <https://www.gbgplc.com/en/legal-and-regulatory/data-processing-agreement/>

“Discontinued Version” means a Version or Versions (or elements or parts thereof) of the Service that may be retired as part of GBG’s ongoing product lifecycle management programme.

“Documentation” means any manuals including release notes, reference guides, specifications or other documents relating to the Product provided to you by us.

“End User” means any customer of yours to whom you make available or propose to make available the Service;

“Helpdesk” means the helpdesk facility provided by GBG to handle enquiries and administration for the Service.

“Input Materials” means the data provided by the Customer to GBG for processing.

“Output Material” means the Results as defined in the General Terms.

“Permitted Purpose” means the permitted purpose as detailed in the Order Form and the Agreement.

“Prohibited Purpose” means each of the prohibited uses to sell, transfer, supply or otherwise deal with the GBG’s Services or Software, as set out in the Agreement.

“Schedule” has the same meaning as Annexure.

“Standard Price” means GBG’s standard Charges for the use of Services and/or Datasets provided as part of the Service as set out in the Order Form and updated by GBG from time to time.

“Standard Support Services” means the standard support services as indicated on the Order Addendum and provided in accordance with the terms set out on the Product Page as updated from time to time.

“Update” means any improvements, updates, variations, modifications, alterations, additions, error corrections, bug-fixes, enhancements, functional changes or other changes to the Service that do not constitute an Upgrade.

“Upgrade” means a new release of the Service that constitutes a significant change, for example, a release of the Service that introduces new features and/or additional functionality. An upgrade can also refer to a product change that requires the Customer to migrate to a new or alternative GBG product that has the same general function and purpose but enhanced or upgraded features.

“We/Us/Our” means GBG or, where applicable, a GBG Group Company.

“You/Your” means the Customer and any users.

- b. Any definition not provided in these Product Terms shall have the same meaning as set out elsewhere in the Agreement.
- c. The headings in this Agreement do not affect its interpretation.
- d. References to clauses, sections and Annexures are to clauses, sections and Annexures of these Product Terms or General Terms as applicable.

2. TERM OF THE AGREEMENT

- a. This Agreement will start on the Contract Start Date and will continue until terminated in accordance with the terms of the Agreement.

3. PROVISION OF THE SERVICE

- a. For the Order Term, GBG warrants that it will provide the Customer with the Service in all material respects as described in the Order Form, and in accordance with the terms set out in this Agreement. To the extent the Services are not performed materially as set out in this clause, and the Customer notifies GBG of the non-compliance within 30 days, GBG shall use commercially reasonable endeavours to correct and provide (at its election) a patch or new release for that part of the Services which does not so comply, provided that such non-compliance has not been caused by:
 - i. any modification, variation, configuration or addition to the Services not performed by GBG;
 - ii. incorrect use, abuse or corruption of the Services or any breach of this Agreement by the Customer;
 - iii. use of the Services with other software, data or on equipment with which it is incompatible; or
 - iv. as a result of the third-party updates.
- b. GBG will use commercially reasonable endeavours to provide the Service in a timely manner. However, the Customer acknowledges and accepts that any dates given by GBG are estimates only and that delivery of the Service will be dependent upon the Customer's timely cooperation with GBG as well as other factors outside of GBG's reasonable control, and that GBG shall not be liable for any losses that arise as a result of any delay in GBG's delivery of or Customer's access to the Services or Results.
- c. You acknowledge that components of the Services or the Product (including the Results) are supplied to You on an 'as-is' and 'as-available' basis, as some components and/or access are dependent on websites or third-party services that are not within Our control.
- d. Where relevant to the Service being provided, the Customer acknowledges and accepts that occasionally GBG, in providing the Service, may be required to:
 - i. change the technical specification of the Service for operational reasons, however, GBG will ensure that any change to the technical specification does not materially reduce or detrimentally impact the performance of the Service;

- ii. give the Customer instructions in relation to the Service as it relates to Data Breach, Event of Force Majeure, Supplier Technology, Supplier Data or Unauthorised User/s, those instructions being that which it reasonably believes are necessary to maintain the quality of any Service provided by GBG and GBG shall not be responsible for any errors in the Service resulting from the Customer's non-compliance with such instructions;
 - iii. direct the Customer to a third-party website as part of delivery of the Services, of which the Customer will be subject to the relevant terms, conditions and policies contained in or on that third-party website, of which GBG does not operate, associate or endorse, and is not responsible for, in any way; and
 - iv. suspend the Service for operational reasons such as repair, maintenance or improvement or because of an emergency, in which case GBG will give the Customer as much on-line, written or oral notice as possible and shall ensure that the Service is restored as soon as possible following suspension.
- e. The Customer shall be responsible for:
- i. Ensuring Users are aware of the obligations under the Agreement, as well as any applicable limitations on use;
 - ii. Provide your Users with information about the Services, including information on how to make full and proper use of the Product;
 - iii. ensuring that you have a minimum of one System Administrator;
 - iv. informing GBG of any changes to the System Administrator's contact details without undue delay;
 - v. providing the telecommunications and network services and correctly configured hardware and other equipment needed to connect to the Service;
 - vi. the configuration and management of access to the Service including configuration of the Customer's network, firewall, DNS, routers, personal computers and User Profile;
 - vii. Notifying GBG of any third-party service providers that the Customer may integrate the Service into that are not internal systems/machines so as to permit GBG to assess use and ensure compliance with relevant laws and regulations (particularly in respect of privacy and data protection); and

- viii. Using the Services only for the Permitted Purpose.
- f. GBG is not responsible for:
 - i. the Customer or their User's failing to use the service in accordance with the Agreement;
 - ii. any fraudulent or other illegal activity conducted by you or a User in using the Product or Services;
 - iii. the Customer's use of the Service outside the Permitted Purposes;
 - iv. making any representation, statement or promise in respect of the Service, and has no authority to do so;
 - v. any computer virus, malicious code or software entering your software, hardware or infrastructure (except to the extent it was caused directly by GBG);
 - vi. any damage to equipment, hardware, programs or data, whether stored or used with the Product and/or Services or otherwise, including the cost of repairing such equipment or hardware and the cost of recovering programs or data (except to the extent it was caused directly by GBG).
- g. (Not Used).
- h. The Customer must inform GBG, without undue delay, in the event of a breach of this Agreement by you or your Users. You must immediately notify us of the breach and communicate with your Users to advise to cease any breach, and/or cure or remedy the relevant breach.
- i. (Not Used).
- j. GBG warrants that it shall comply with all applicable legislation, instructions and guidelines issued by regulatory authorities, relevant licences and any other codes of practice which apply to GBG and its provision of the Service including those which relate to the provision of Results or receipt of Customer Data.
- k. (Not Used).
- l. The Customer acknowledges that the Software, Services and Results are provided for general information and business purposes only, are not tailored to the Customer's specific requirements, and are used at the Customer's own risk. Except as expressly set out in this Agreement and subject to applicable law, GBG does not warrant that the Software,

Services or Results will be uninterrupted, error-free or fit for any particular purpose.

- m. For any breach of the warranty set out in clause 3(a), the Customer's exclusive remedy and GBG's entire liability is to correct the deficient component of the Services causing the breach, or if GBG deems that it is not possible to correct the Services in a commercially reasonable manner, either party may terminate the affected Services, and subject to the terms of this Agreement, the Customer is entitled to a pro-rata refund of any unused, prepaid fees from the date of termination.

4. USE OF THE SERVICE

- a. The Customer shall comply with these Product Terms, General Terms, the Annexures and all relevant Additional Terms to this Agreement.
- b. The Customer acknowledges that provision of the Services are subject to the following terms:
 - i. The Product and Services are provided only for the Customer and their Users.
 - ii. The Customer shall not attempt to nor actually resell, sub-licence, or transfer the Services (or any part or facility of it, including the Output Material) to any third party .
 - iii. The Results produced are dependent on the information contained in the relevant Database/s and GBG does not warrant the accuracy, currency completeness or availability of the Database/s where that or those Database/s are owned, operated or managed by any third party or entity that is not a GBG Group Company;
 - iv. If a source, including a Database, introduces or increases any fee for access or usage, we will notify the Customer by written notice of not less than thirty (30) days. If you notify us that you wish to retain the use, GBG is entitled to increase the Charge for access to that service by an equivalent amount, plus any relevant taxes.
- c. Where relevant, the Customer must ensure that any software, equipment and materials which are used with the Service:
 - i. are connected and used in accordance with any instructions and security procedures specified by GBG or other relevant third-party licensor; and
 - ii. are technically compatible with the Service and meet the minimum technical specifications notified by GBG in writing.

- d. Use of the Service is subject to the limitations set out in the Agreement. Should the Customer exceed, or consider that it is likely to exceed the limitations set out, the Customer will be liable for any overuse or additional charges above and beyond any relevant limitation set out in the Order Form, at GBG's prevailing rates.
- e. GBG reserves the right to audit the Customer's use of the Service to ensure compliance with the terms of these Product Terms and in accordance the audit provisions set out in the General Terms. In the event that such audit reveals that the Customer has exceeded the scope of the Licence, GBG shall be entitled to recover the full cost of the audit and, if the Customer has received Preferential Pricing, cease applying any such Preferential Pricing in accordance with this clause.
- f. The Customer shall only access the Service as permitted by GBG and shall not attempt at any time to circumvent system security or access the source software or compiled code.
- g. The Customer warrants that it shall comply with all applicable legislation, instructions and guidelines issued by regulatory authorities, relevant licences and any other codes of practice which apply to the Customer and its use of the Service including those which relate to the provision of Customer Data.
- h. The Customer is responsible for the acts and omissions of all Users of the Service and is liable for any failure by a User to perform or observe the terms and conditions of this Agreement.
- i. If the Customer uses the Service in contravention of clauses 4, 6(c) or 7 then GBG shall be entitled to treat the contravention as a material breach of this Agreement, which cannot be remedied for the purposes of clause 11.2(b)(ii) of the General Terms.

5. CHARGES AND PAYMENT

- a. The Charges specified in the Order Form shall apply during the Order Term.
- b. Prepayments are valid for use of the Service in the 12-month period to which they apply and may not be carried over into subsequent years.
- c. (Not Used)
- d. (Not Used).
- e. (Not Used).

- f. Notwithstanding anything else in this clause 5, GBG shall be entitled to increase the Charges under an Order by giving the Customer not less than 30 days' notice of the change. If the Customer does not accept the revised Charges, the Customer may terminate the affected Order by written notice to GBG prior to the effective date of the increase, without penalty (other than payment of Charges accrued up to the termination date).
- g. In respect of any Supplier We engage for the purposes of data supply, You agree that the pricing provided in the Order Form is based on the most recent pricing provided by the relevant applicable Supplier but is subject to change by that Supplier without notice to Us and that We are required to levy the relevant fee charged by the Supplier.
- h. Where pricing is changed by a Supplier, we will provide You with ten (10) days notice to consider and accept the revised pricing. If you do not accept the revised pricing proposal, you may terminate this Agreement by advising GBG in writing in accordance with Clause 8(c) of these Product Terms.

6. INTELLECTUAL PROPERTY RIGHTS

- a. The Customer acknowledges that all Intellectual Property Rights in the Service and the Results belong and shall continue to belong to GBG and/or GBG's third party suppliers. Unless otherwise specified in the Additional Terms, GBG grants to the Customer a:
 - i. non-exclusive, non-transferable, revocable licence to the Customer for its Authorised Users to use, access and benefit from the Service during the Term in accordance with the terms of the Licence;
 - ii. perpetual licence to use the Results (including any Supplier Data received as part of the Results) providing that it does so in accordance with all Applicable Data Protection Laws and relevant licence provisions set out in the Additional Terms.
- b. GBG acknowledges all Intellectual Property Rights in the Customer Data belong and shall continue to belong to the Customer. The Customer grants to GBG a non-transferable, non-exclusive, royalty free licence to use, disclose and copy the Customer Data to enable GBG to provide the Service and carry out its obligations under this Agreement.
- c. In addition to those obligations set out in clause 6 of the General Terms, the Customer further warrants that:

- i. it will not distribute, market, re-licence, sub-licence, rent, lease, adapt, translate, enhance, modify, reproduce, decompile, disassemble, reverse engineer, create derivative works of or translate the whole or any part of the Services or Product, nor merge the Product into any other product other than in accordance with this Agreement and, where required, with the prior written consent or authorisation from GBG;
- ii. it will not use or exploit the Intellectual Property Rights in the Service or Results or permit others to use or exploit the Intellectual Property Rights in the Service or Results outside of the terms of the Licence;
- iii. it has no right or interest in the Services (including the Product) or Documentation, and that nothing in the Agreement, Annexures or Schedules shall constitute a licence or grant of any rights to you or your users with respect to any trade mark, service mark, trade name, patent, copyright, trade secret or any other intellectual property right in relation to the Product or GBG;
- iv. its use of the Service through any software, equipment, materials or services not provided by GBG will not infringe the rights of any third party;
- v. the use by GBG of the Customer Data through the provision of the Service in accordance with the Customer's instructions and in accordance with the terms of the Agreement, will not infringe any third party's Intellectual Property Rights;
- vi. its use of the Service through any third-party software, equipment, materials or services not provided by GBG will not infringe the rights of any third party.

7. DATA PROTECTION

- a. Both Parties will comply with their respective obligations as set out in the DPA.

8. SUSPENSION AND TERMINATION

- a. We may suspend the provision of Services and the Product:
 - i. upon 10 Business Day's notice, if you fail to pay the Charges in accordance with the Agreement; or
 - ii. upon reasonable notice, where the Customer's use of the Services exceeds any applicable usage limits, transaction thresholds, or

scope of the Licence, or adversely impacts the performance, availability, or security of the Services

until such time as the matter is remedied or the applicable Charges are paid.

- b. (Not Used).
- c. From time to time, GBG may advise that the Services require change or variation. If such a variation results in a material change of the Services, you are entitled to terminate the Agreement on 30 days written notice.
- d. Upon termination of this Agreement, the Customer may continue to use the Results generated as a result of its use of the Service subject to any conditions set out in the Additional Terms.

9. UPDATES AND UPGRADES

- a. As part of GBG's ongoing product lifecycle management programme, GBG will, from time to time, carry out Updates to the Service. In such circumstances where:
 - i. The Update is made automatically to the live Service without the need for action on the part of the Customer, GBG shall notify the Customer of such Updates via its Service Status Page available at gbgstatus.com;
 - ii. The Customer is required to take steps to install the Update and/or transition to the updated Service, GBG will inform the Customer in writing of such Update and advise them of the steps they need to take. The Customer will, as soon as reasonably possible, carry out the necessary steps detailed in the notice.
- b. The cost of Updates to the Service are included in the Licence Fee payable by the Customer. If additional professional services are required by the Customer in connection with an Update, GBG reserves the right to quote for such support separately.
- c. From time to time, GBG may release Upgrades to the Service. The Parties acknowledge and accept that to receive the benefit of an Upgrade the Customer may be required to pay additional Charges and/or agree to new terms and conditions.
- d. Where GBG is no longer able to support a Version of the Service or Software, GBG shall provide the Customer with reasonable prior notice of its intention to withdraw support for the Discontinued Version. Such notice shall include details of:

- i. the date on which the Discontinued Version will cease to be available to the Customer and/or Consumer;
 - ii. the action required by the Customer and/or Consumer to implement, install, integrate or move to the Current Version of the Service as part of an Update or Upgrade; and
 - iii. the support available from GBG to assist the Customer and/or Consumer with the transition to the Current Version as part of any Update or Upgrade.
- e. If the Customer fails to transition to the Current Version of the Service within the specified time period in accordance with this clause 9, GBG may, at its sole discretion from the date specified on the notice given in accordance with the termination provisions of the General Terms:
 - i. cease to provide Standard Support Services to the Customer in relation to the Discontinued Version; or
 - ii. terminate this Agreement.

10. MISCELLANEOUS

- a. The relationship between the parties is that of independent contractors. Neither party is an agent or representative of or has the authority to bind the other. Neither party will act or represent itself, directly or by implication, as an agent of the other or in any manner assume or create any obligation on behalf of, or in the name of, the other. The Agreement is not intended and will not be taken to constitute a partnership, agency, employment, joint venture or fiduciary relationship between the parties.
- b. (Not Used).
- c. The Agreement may be executed in any number of counterparts, and together will be taken to be one instrument.
- d. All references to “\$”, “AUD” or “dollars” shall, unless indicated otherwise, mean Australian Dollars.

Part B – Seltaris Terms

11. ACCESS TO THE SELTARIS PLATFORM

- a. Customers may purchase individual health check reports and additionally may make requests for repaired data files, or may purchase a subscription which may include multiple Services (such as multiple health check reports or multiple repaired data files).
- b. The individual who purchases the subscription enters into the Agreement on behalf of the Customer. The Customer may only permit individuals within its organisation to access and use the subscription as Authorised Users.
- c. The subscription must not be shared with any third parties outside the Customer's organisation.
- d. The subscription permits access for the number of Authorised Users specified at purchase. If the Customer wishes to enable additional Authorised Users, or if actual use exceeds the scope purchased, the Customer must purchase additional allowances.
- e. Each Authorised User may generate Results, including health check reports and purchase repaired data files using the Customer Data they upload, subject to the scope and limits of the subscription purchased.
- f. Additional fees may apply where the number of reports or repaired data file outputs exceeds the allowances included in the subscription or as otherwise set out in the Order.

12. SELTARIS ORDERS

- a. Each time the Customer submits an Order, whether it be for a new subscription, ordering a repaired data file using Customer Data already submitted into the Services under an existing subscription or as an individual health check Order, the Customer is entering into a separate and independent Order and is subject to the applicable Charges for that Order.
- b. By submitting an Order, the Customer affirms its acceptance of the then-current version of the Agreement presented through the Seltaris online checkout process.

- c. For clarity, acceptance of the Agreement when purchasing a subscription Order does not remove the requirement for the Customer to confirm acceptance of the Agreement again when placing any subsequent Order.
- d. The Customer acknowledges that repaired data files may only be purchased once a health check report has been created for that specific Customer Data file.
- e. Repaired data files are charged at the rates shown at checkout and form separate Orders to the subscription orders.
- f. Customer Data uploaded by the Customer to generate a health check report will be retained only for the applicable retention period set out in the DPA.
- g. Once the applicable retention period has expired and the relevant Customer Data has been deleted in accordance with the DPA, the Customer will no longer be able to order a repaired data file for that Customer Data, even if the associated health check report remains available or accessible.
- h. The Customer acknowledges that the availability of a health check report does not extend, revive, or affect the applicable retention period for the underlying Customer Data.

13. USE OF CUSTOMER DATA TO PERFORM THE SERVICES

- a. The Customer grants GBG a non-exclusive, worldwide, royalty-free licence to use, host, store, copy, process, transform, cleanse, validate, enrich, format and make available Customer Data solely as necessary to perform the Services and make Results available in accordance with the Agreement.
- b. This licence continues for the term of the Agreement and any applicable data retention period required under the DPA and is subject at all times to the DPA.
- c. The licence is transferable only to GBG Group Companies for the purpose of providing the Services. Any breach, incident or claim arising in connection with Customer Data (including its upload, storage, hosting, access, processing or deletion) shall be deemed to arise under the Agreement in connection with which the relevant processing occurred.

- d. The Service includes storage of your Customer Data and the repaired data file for the retention period set out in the GBG DPA, and storage of your health check report for a limited period (approximately 12 months).

14. ADDITIONAL CONDITIONS

- a. The Customer is responsible for delivering the Input Materials in a readable and usable condition (for example, not corrupted) and in the format set out on the Seltaris platform or any other format as communicated by GBG in writing, using the delivery mechanism specified on the Seltaris platform and specifying the correct mapping; the Customer is also responsible for retaining credentials for any secure access (such as a private key).
- b. Reprocessing of any data (including where the customer has lost their private key) required as a result of a failure by the Customer to fulfil any of its obligations shall be at the Customer's expense.
- c. The Customer represents and warrants that the Customer shall only disclose or submit information to the extent required by GBG to provide the Services.
- d. The Customer acknowledges that in relation to the Output Material being provided "as-is", the Customer accepts that this includes in relation to the file format and data formatting which shall be as specified by GBG and may be subject to change as indicated on the Seltaris platform (currently health check reports shall be provided as PDF files, and repaired data files provided in zipped CSV format).
- e. The Customer agrees to use the Services and any part thereof (including the Results) for internal business purposes only and in accordance with the terms of the Agreement.
- f. GBG shall not be liable for deletion or destruction of or for damage to the Input Materials and the Customer should retain duplicates of all Input Materials supplied.
- g. GBG may suspend or decline to perform any part of the Services to the extent GBG reasonably considers that doing so would cause GBG to breach Applicable Data Protection Law. GBG shall notify the Customer of the reason for such suspension or refusal, and the Parties shall cooperate in good faith to agree an alternative approach where reasonably possible.

- h. GBG reserves the right to terminate this Agreement and close a Customer's account where there has been no usage within the preceding 12 months making the account dormant. GBG shall provide 30 days' notice to the contact email address within the Customers' account if it elects to exercise this right.
- i. Where Seltaris offers an introductory or promotional price for a subscription (including, for example, a first month at a discounted rate), that introductory price shall apply only for the initial promotional period expressly stated at the time of purchase ("Introductory Period"). At the end of the Introductory Period, the subscription will automatically renew or continue (as applicable) at Seltaris' then-current standard Charges for that subscription, unless the Customer provides notice of cancellation in accordance with this Agreement. The Customer acknowledges and agrees that the continuation or automatic renewal of the subscription at the standard Charges after the Introductory Period forms part of the Charges payable under clause 5 (Charges and Payment).

15. OUTPUT MATERIALS

- a. The Customer acknowledges that:
 - i. All Output Materials are provided for informational purposes only and do not constitute legal, financial, compliance, risk, professional, or other regulated advice. GBG does not assume any advisory, consultancy, fiduciary, or professional duty of care to the Customer in connection with any report. The Customer is solely responsible for independently assessing the Output Materials and for any decisions it makes based on those Output Materials, subject to any rights or remedies the Customer may have under applicable law;
 - ii. GBG shall not be liable for the decisions the Customer makes based on any Output Materials;
 - iii. All Output Materials are based on information, including Customer Data and third-party data, available to GBG at the time the Output Material is created;
 - iv. GBG makes no representation that any Output Materials are complete, accurate, or free from error;
 - v. Each of the Output Materials delivered are valid only as at its stated date of issue;

- vi. GBG is under no obligation to update, amend, revise, or re-issue any Output Materials after delivery, including where new information becomes available;
- vii. Each of the Output Materials shall be deemed accepted by the Customer upon delivery;
- viii. Output Materials do not include ongoing support, maintenance, interpretation assistance, or implementation services;
- ix. The Customer shall not use, reproduce, retain, or distribute Output Materials beyond the scope or duration permitted under the Agreement.

16. SERVICE PERFORMANCE AND TECHNICAL LIMITATIONS

- a. The Customer acknowledges that processing times for the Services, including the generation of Results and Output Materials, and the speed or rate at which any Output Materials may be accessed or downloaded, are not guaranteed and may vary depending on factors outside GBG's reasonable control. Such factors may include the size, structure, and complexity of the Customer Data, system environment, network performance, configuration choices, and third-party service dependencies.
- b. The Services are not designed or intended to guarantee completion within any fixed, minimum, or time-critical timeframe.
- c. Any statements made by or on behalf of GBG regarding the performance, speed, throughput, capacity, or comparative capabilities of the Services (including references to records processed per unit of time or descriptions of peak or maximum performance) are provided for information purposes only. Such statements are based on benchmark testing conducted under controlled conditions using sample datasets and do not constitute a warranty, promise, or guarantee that the same or similar performance will be achieved in the Customer's live use of the Services.
- d. References to maximum, peak, or "up to" performance metrics do not imply minimum, average, or expected performance levels.
- e. Customer Data file size limits, formatting requirements, and other technical constraints applicable to the Services shall be as specified on the Seltaris platform at the time the Customer submits Customer Data.

The Customer acknowledges that such limits and requirements may be updated or varied from time to time, including for operational, technical, security, or performance reasons.

- f. GBG may decline to process, suspend processing of, or require modification to any Customer Data that does not comply with the applicable limits or technical requirements in effect at the time of submission.
- g. Where the Services offer optional configuration settings, security features, or access controls (including features intended to enhance confidentiality or data protection), the effectiveness of such features depends on correct implementation, configuration, and ongoing management by the Customer. GBG does not warrant that any particular security, performance, or operational outcome will be achieved as a result of the Customer's chosen configuration.
- h. Output Materials and Customer Data are retained only for the applicable retention period set out in the DPA, this Agreement or as otherwise notified on the Seltaris platform from time to time. During the applicable retention period, Output Materials may be made available for download.
- i. Once the applicable retention period expires, all associated Customer Data and Output Materials may be permanently and irreversibly deleted, and GBG shall have no obligation to restore, re-provide, or continue to make available any such data or Output Materials. The Customer is solely responsible for downloading and retaining copies of all Output Materials prior to expiry of the applicable retention period.