



Summary of Online Terms Changes

The changes implemented can be summarised as follows:

1. Simplified and clarified terms

We have made changes to our terms to simplify them, remove duplication, make them easier to read and understand, and to ensure they are fair, reasonable and balanced. For example, we have:

- (a) simplified by removing or amending outdated or unnecessary terms;
- (b) clarified our notice obligations to you, and your rights, if we make changes to our products or services or this Licence in a way that materially impacts your use;
- (c) clarified the circumstances in which you are entitled to a refund of fees and where you are required to continue to pay fees;
- (d) clarified where you are responsible for certain matters such as equipment and infrastructure to obtain access to our products and services, maintaining back ups and security of your equipment; and
- (e) increased our limitation of liability to align with the fees you pay.

2. Access by Permitted Users

We have clarified how our terms apply to individual users who are required to log in and accept the terms before using our products or services.

3. New access and use rights and obligations

We have added new terms about the way in which you are permitted to access and use our products and services, and clarified existing obligations, including:

- (a) you are not permitted to input or upload our products to artificial intelligence or large language models or to use our data for the purposes of conducting certain businesses;
- (b) you are not permitted to use or distribute the details of any identified individuals obtained from our products or services for direct marketing (except where expressly permitted to do so);
- (c) your use of our products and services is to be fair, reasonable and not excessive, and if you use our products or services in a manner which is not consistent with fair use we have the right to suspend or restrict your access and you may be liable to pay additional fees; and
- (d) we may monitor your access to and use of our products and services and the Product Data for the purpose of confirming that you are complying with the Licence, including the Permitted Purpose.

4. New marketing communications terms

We have added new terms by which you permit us to communicate with you. In particular:

- (a) we may communicate with you in relation to the product or service you have purchased as well as other products or services provided by us that you may be interested in; and
- (b) we may send you certain operational messages in relation to the product or service you have purchased. Our terms contain information on how you can unsubscribe from operational messages.



5. Updated special terms

We have updated our special terms to align with current products and services. We have added new special terms for:

- (a) Emap;
- (b) products or services or Product Data which you are expressly permitted in a Product Schedule to reproduce, publish, communicate or distribute to an End User;
- (c) where are you a trust and you are contracting with us via a trustee;
- (d) RiTA product;
- (e) Plezzel product; and
- (f) Customer Engagement Tool products.