

# ALWAYSDATA

## SPECIAL TERMS - GOLD HOSTING SERVICE

(last updated: July 06, 2021)

PLEASE READ THESE SPECIAL TERMS - GOLD HOSTING SERVICE CAREFULLY BEFORE USING THE SERVICES PROPOSED BY ALWAYSDATA.

THESE SPECIAL TERMS SET OUT THE TERMS OF THE SUBSCRIPTION AND OPERATION OF THE GOLD HOSTING SERVICES ON A MANAGED DEDICATED SERVER ON [WWW.ALWAYSDATA.COM](http://WWW.ALWAYSDATA.COM) PROPOSED BY ALWAYSDATA.

THEY ARE SUPPLEMENTED BY THE STANDARD TERMS OF SERVICE (THE “STANDARD TERMS”) ALSO AVAILABLE ON THE WEBSITE.

### **1. Purpose - Acceptance - Validation of Contracts**

The purpose of these Special Terms for Gold Hosting Services (hereinafter the “Gold Special Terms”) is to set out the terms and conditions on which Alwaysdata, a French *société à responsabilité limitée* (private limited company) with a share capital of €200,000, registered in Paris Trade and Companies Register under number 492 893 490, whose registered office is located at 91 Rue du Faubourg Saint-Honoré, 75008 Paris, known under its trading name “Alwaysdata” (hereinafter referred to as “Alwaysdata”), provides the following services to the Customer:

- rental of Managed Dedicated Servers for Gold hosting,
- hosting of the Customer’s Data on one of the Gold dedicated Servers,
- maintenance of the Customer’s Managed Dedicated Server for Gold hosting.

These Gold Special Terms supplement the Standard Terms of Service (hereinafter the “Standard Terms”) and the Customer acknowledges that it/he/she is bound by the Standard Terms subject to any amendments that may be made in this contract.

By accepting and/or validating an Order Form produced by Alwaysdata, the Customer is deemed to have unconditionally accepted these Gold Special Terms.

### **2. Description of the Services**

#### **2.1. Hosting on a Managed Dedicated Server**

2.1.1. The Managed Dedicated Gold Hosting Service includes the installation of the dedicated Server owned by Alwaysdata for the Customer (hereinafter the “**redunded Server**”), the installation of another dedicated Server also owned by Alwaysdata on a separate and remote

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Infrastructure (hereinafter the “**redundant Server**”), the installation and configuration of the Software delivered as part of the Service, the hosting of the redudned and redundant Servers and the connection of those Servers to the Internet network via the provision of Bandwidth. As a result, the redundant Server takes over in the event of a redudned Server dysfunction, to ensure optimal availability of the Services.

2.1.2. The Customer is informed that Alwaysdata will manage and administer the redudned Server and the redundant Server. However, the Customer remains fully responsible for the Data hosted by the Customer on the said Servers.

Alwaysdata shall use its best efforts to keep the redudned and redundant Servers, the System Resources and those Server’s physical Internet connection in working order.

Alwaysdata undertakes, where applicable, to have any defective items replaced as swiftly as possible, without invoicing the said services to the Customer, unless the problem affecting the Servers and/or the System Resources was caused by an act or omission of the Customer.

2.1.3. Alwaysdata shall make hardware and software available to the Customer, as stated in the Order Form. The Customer shall ensure that the hardware and software selected are suitable for its/his/her needs. If they prove unsuitable, the Customer will be responsible for contacting Alwaysdata in a timely manner, in order to sign up for another Server with the required characteristics, at the applicable fee and within the limits of the services offered by Alwaysdata at the time of the request. The Customer is informed that it/he/she will not be entitled to any refund or compensation in the event that it/he/she switches to a different Server.

2.1.4. The characteristics of the Servers (hardware and software) signed up for by the Customer are those set out in the Order Form. Technical Restrictions may apply to these characteristics. The Customer represents that it/he/she is familiar with these characteristics and Technical Restrictions.

## 2.2. Telephone-based Support

This service involves providing the representatives named by the Customer with the technical support required for the use of the Service along with all relevant information connected to the use of the Service. This support will be provided by telephone or email, from Monday to Friday, 10 a.m. to 6 p.m. (excluding public holidays in France).

## 2.3. Maintenance

### 2.3.1. Corrective Maintenance

This maintenance involves correcting all Errors affecting the Service reported by the Customer. Corrective maintenance work is carried out, at its discretion, as soon as an Error has been reported by one of the Customer’s representatives to the Alwaysdata team.

### 2.3.2. Upgrade Maintenance

This maintenance involves updating the Service and follows the decision-making procedure set out below:

a) If changes affect the management interface of the Servers:

If the changes implemented by Alwaysdata affect the management interface of Alwaysdata's redundant or redundant Server and/or add a feature to this interface, the Customer is hereby informed that it/he/she will not be given any notice of the changes.

b) If Alwaysdata decides to upgrade the Service:

For any changes other than those referred to in Clause 2.3.2.a, the Customer will be informed of the changes by email, at least one week before the scheduled date of this upgrade maintenance.

Unless the Customer issues reservations within the abovementioned times, the document will be deemed to have been accepted and Alwaysdata will implement the upgrade.

If the Customer issues a reservation, Alwaysdata undertakes to reconsider the need for the upgrade. However, Alwaysdata will have the final say, at its sole discretion.

c) If the Customer requests a Service upgrade:

If the Customer has specific needs, the Customer should inform Alwaysdata of the need to upgrade the Service and/or the Server.

If the Customer decides to request a Service upgrade:

- that corresponds to the possible upgrades for Alwaysdata's Server or Servers: the upgrade will be scheduled and carried out by Alwaysdata and Alwaysdata will bear all costs incurred in connection with this work, if any;
- that does not correspond to the possible upgrades for Alwaysdata's Server or Servers: the upgrade will not be carried out but Alwaysdata's technical team will study it carefully for a potential general upgrade of the Servers.

In such a case, the Customer may decide not to carry out this upgrade or to migrate the Customer's Server or Servers in accordance with the next paragraph.

The migration of the Service means the upgrading of one or more of a Customer's Servers to the most recent version of all the Services installed on these Servers during the installation phase.

An additional fee will be invoiced for the migration of the Service, negotiated on a case-by-case basis between Alwaysdata and the Customer, and in such a case, Alwaysdata will estimate the Service downtime.

### 2.3.3. Maintenance Limitations

The services set out in this clause do not include the following:

- services provided in connection with the correction of problems caused by the Customer's misuse of the Service or by changes made to the Service by the Customer, without Alwaysdata's permission;
- services that prove to lack a direct connection to the Service;
- any training, installation, consultancy or support services that may be proposed by Alwaysdata through training, installation, consultancy or support contracts and, where applicable, these services will be invoiced separately, at a fee negotiated on a case-by-case basis between Alwaysdata and the Customer,
- any trips to or work carried out at the Customer's site. An additional fee will automatically be charged for these services, negotiated on a case-by-case basis between Alwaysdata and the Customer.

#### 2.3.4. Uptime Guarantees

##### a) During the Servers installation phase:

Alwaysdata will be entitled to a transitional period, commencing on the date on which the Customer signs up for the Service (hereinafter the "Initialisation Phase"), during which it will install the Servers for the Customer.

During this period, Alwaysdata cannot guarantee the error-free availability of the Data or the Website that may have been installed on the Servers being installed and may not be held liable in this respect.

This period depends on the availability of the one or more Servers at the time of registration on the Alwaysdata website and generally lasts for less than 30 days.

##### b) After the Servers installation phase:

After the above-mentioned Initialisation Phase, Alwaysdata provides a 99.95% uptime guarantee per month for "critical" services: HTTP, MySQL or other database management systems, IMAP/POP.

This uptime rate does not apply for the other services, in particular FTP, SSH, WebDAV, Webmail or access to the administration console. Maintenance operations are excluded from uptime calculations, for up to 1 (one) hour per month. These maintenance operations will be announced at least one week before the scheduled date and will be carried out, where possible, at night (French time) or in the event of non-domestic operations, at times agreed with the Customer.

If the downtime limit is exceeded (more than 0.05% in one single month), Alwaysdata shall refund 10% (TEN PER CENT) of the monthly fee paid by the Customer for each additional hour of downtime recorded (capped at 100% of this monthly fee).

If the Customer notices that the Service is down, the Customer shall inform Alwaysdata through the in-house communications system implemented ("ticket system") found in the administration

console, giving an accurate description of the issue encountered.

Downtime will be calculated from the time at which the ticket was submitted, if the exact start time of the failure cannot be discovered using the Server logs.

The following are excluded when calculating downtime:

- the time it takes for the Client to modify the necessary DNS redirects and the propagation time of these redirects,
- all failures that are strictly a matter for the Customer, in particular any issues connected to the applications installed on the one or more Servers,
- downtime which only affects part of the network, for example interconnection issues with a specific Internet service provider as set out in Clauses 11 and 15 of the Standard Terms.

### 2.3.5. Guaranteed Response Time/Mean time to repair

In the event of a complete loss of access to the reduded or redundant Servers, Alwaysdata undertakes to start work on the relevant Server within 15 minutes following the alert signal from the supervision and monitoring tools set up by ALWAYSSDATA or following the Customer's notice of the issue encountered given to ALWAYSSDATA as the case may be. If the Customer experiences an urgent technical issue, the Customer **must** tick the "urgent" box in the support ticket provided for this purpose. If the Customer fails to mention the urgent nature of the said technical issue, Alwaysdata's technical teams will not be aware of the urgent nature of the said technical issue and accordingly, it cannot guarantee the response time set out in this clause.

Alwaysdata undertakes to restore the Services within one 1 hour (7 days a week, 24 hours a day) of the registration of the report. This guarantee does not apply during the activation of the Servers or during the 2-day period following a migration of the Servers.

If Alwaysdata fails to meet the above targets, for reasons solely attributable to Alwaysdata, it will be liable to pay a penalty, at the Customer's request, up to a maximum of 1 (one) month's subscription fees.

### 2.3.6. Urgent Issues - Sanction

The Customer is informed that it/he/she may contact Alwaysdata's technical team at any time in relation to an urgent issue, using the urgent ticket reporting procedure.

Alwaysdata undertakes to process the reported failure as an urgent issue.

In the unlikely event that the urgent nature reported and/or the failure described were not justified in a given case, Alwaysdata will invoice the Customer for the urgent service provided for the Customer on the pricing conditions set out on the Website and restated on the urgent ticket submission page.

For the purposes hereof, an unjustified urgency includes:

- all errors caused by a misuse and/or mistake by the Customer in the management of the Data hosted on the Servers,
- any poor assessment of the existence of the error,
- any error that disappears without Alwaysdata's involvement.

### **3. Designation of the Rented Servers**

3.1. The Service includes especially the rental of a redunded Server and a redundant Server, with the characteristics set out in the Order Form, for the duration of the subscription for the Service. Whether it is redunded or redundant, the Server shall remain the property of Alwaysdata in all cases. The Customer is informed that it/he/she is not permitted to have any physical access to the Servers, at any time.

3.2. Alwaysdata reserves the right to change the Server assigned to the Customer at any time, in particular if it renews its stock of computer Servers or for compliance work, repairs or hardware maintenance etc.

Alwaysdata undertakes to use its best efforts to give the Customer prior notice thereof.

The Customer is informed that where necessary, Alwaysdata is permitted to migrate the Customer's Service to Servers other than the previously assigned Servers. Alwaysdata will be responsible for the technical reconfiguration and complete reinstallation of the Servers.

However, the Customer undertakes to carry out any operation requested by Alwaysdata as swiftly as possible, including the reconfiguration and reinstallation of its/his/her Services on the Servers and, more generally, its/his/her Website.

The Customer will be given prior notice thereof in its/his/her Customer Area.

The Parties agree that Alwaysdata will not be responsible for any of the operations described above for the Customer and will not bear any costs incurred in relation to this reinstallation of the Customer's Services and Data on the Servers.

### **4. Customer's Representations and Liability**

4.1. The Customer represents that it/he/she is aware of the characteristics and operation of the Internet network and the Service, in particular the special features of the Data hosting service. As regards these special features, the Customer unconditionally acknowledges and accepts that Alwaysdata will not become involved, in any manner whatsoever, in the administration of the Customer's Data hosted on the Servers.

4.2. The Customer represents that it/he/she has the hardware, software, skills and, where applicable, staff members required for the use, management, maintenance and updating of

its/his/her Data on the Servers. The Customer warrants that it/he/she will use the Service in accordance with the applicable specifications and Technical Restrictions.

4.3. The Customer is informed that Alwaysdata will require a copy of a form of identification matching the holder of the Customer Profile for the activation and, where applicable, the continued use of the Servers, and this is expressly and unconditionally accepted by the Customer. If the Customer fails to supply this document, the contract may be terminated, as of right, on the sole ground of the Customer's breach, and the Servers may also be permanently deleted, with no entitlement for the Customer to claim any refund, credit note or compensation.

4.4. The Customer shall protect the User Credentials for the Servers and keep them updated at all times, via its/his/her Customer Area, in the section provided for this purpose. The Customer is informed that if it/he/she breaches this obligation in any way, Alwaysdata may suspend the Servers until the Customer has fully fulfilled this obligation, or may even terminate the contract, where applicable, on the sole ground of the Customer's breach, with no entitlement for the Customer to claim any refund, credit note or compensation.

4.5. ANY CUSTOMER SIGNING UP FOR THE SERVICE IS FULLY RESPONSIBLE FOR THE ADMINISTRATION AND MANAGEMENT OF THE DATA IT/HE/SHE HOSTS ON THE SAID SERVERS. THE CUSTOMER HAS FULL LIABILITY IN THIS RESPECT.

4.6. The Customer is informed that Alwaysdata will only carry out one backup of the Customer's Data (Website, emails, database etc.), once a day only (at night, French time). Alwaysdata will retain each backup copy, deposited on a different site located several kilometers from the production site, for a period of THIRTY (30) days. Thereafter, the backup will be permanently deleted.

The Customer is also informed that Alwaysdata will not carry out any additional backup of the Customer's Data (Website, emails, database etc.) for the Customer. Likewise, Alwaysdata will not be involved, in any manner whatsoever, in the handling of the said Data.

Alwaysdata hereby informs the Customer, where necessary, that the Customer is accordingly required to take such steps as are necessary to back up its/his/her Data as often as possible, on external data storage media that are not hosted or managed by Alwaysdata, and to manage its/his/her Data.

Alwaysdata disclaims all liability for the consequences of any failure to fulfil this obligation by the Customer or any other person.

4.7. The Customer is informed that Alwaysdata does not retain any Data on Servers connections, in particular the Data containing the IP addresses of the systems that connected to the Servers.

Accordingly, the Customer undertakes to take all steps to mitigate the losses that could arise from any degradation of files, memories, documents or other items that the Customer may entrust for the provision of the Service, covered herein. In this respect, the Customer undertakes to keep copies of the documents, files and storage media referred to above.

4.8. In accordance with current standards, Alwaysdata has strengthened the protection and security of its Servers, in particular through a firewall service. However, the Customer is responsible for taking such steps as are necessary to ensure the security of its/his/her Data, thus protecting the Data from any type of hacking, cyber attacks, intrusion or attempted intrusion and to protect the confidentiality of its/his/her User Credentials in accordance with the provisions of Clause 4 of the Standard Terms. Failing this, Alwaysdata may not be held liable.

4.9. The Customer is informed that Alwaysdata will not carry out any act of management and/or administration of the Data for the Customer.

The Customer shall bear all costs connected to the administration and management of the Data located on the Servers.

The Customer warrants that it/he/she will take all technical precautions for the use of the Servers.

4.10. The Customer expressly undertakes not to use the Servers for unlawful purposes or in breach of the provisions of Clause 7 of the Standard Terms.

4.11. If the Customer fails to fulfil any one of its/his/her obligations set out in these Gold Special Terms or uses the Service for unlawful purposes and/or if the use of the Service, by the Customer or a third party, impedes the operation of the Internet and/or the Servers of Alwaysdata, its customers or third parties and/or the networks of third parties, Alwaysdata or its Customers, Alwaysdata may suspend the Service even without prior notice or even terminate the contract as of right, with no entitlement for the Customer to claim any refund, credit note or compensation.

4.12. Alwaysdata also reserves the right to issue any legal proceedings or arbitration proceedings against the Customer or to implement pre-action procedures with the Customer in order to obtain compensation.

## **5. Alwaysdata's Obligations**

### **5.1. General Provisions**

Alwaysdata undertakes to perform the Services ordered from it in a professional manner.

Alwaysdata represents that it is aware of all constraints relating to the provision of its Services, as set out in the Contract and the results expected by the Customer and that it has assessed the nature and importance thereof and is perfectly capable of satisfying these requirements.

### **5.2. Services**

Alwaysdata undertakes to adopt all security, Data backup and control measures jointly agreed by the Parties, as set out in the Order Form.

Alwaysdata undertakes to work together with the Customer's employees and the employees of any Service Provider or subcontractor and, in particular, to provide them with any information that



could be relevant for the performance of their tasks. Alwaysdata also undertakes to comply with the operating instructions for the Service issued by the suppliers of the said software.

### 5.3. Deadlines

If Alwaysdata receives information or discovers a fact, including those attributable to the Customer, that Alwaysdata knows could delay the delivery or performance of all or any part of the Services provided by Alwaysdata for the Customer under the Contract, Alwaysdata undertakes to immediately inform the Customer in writing.

In such a case, the Parties shall consult each other on the action to be taken, where applicable, to potentially reduce the delay and may produce a new completion timetable.

### 5.4. Nature of the Applicable Penalties

The payment of the sums provided for in these Special Terms as penalties constitutes compensation for the damage suffered by the Customer for the facts considered.

### 5.5. Monitoring of the Services

#### 5.5.1. Alwaysdata's Operational Team

Alwaysdata undertakes, as of the execution of the Contract, to assign an operational team to the performance of the Services for the entire term of the Contract.

This team will act as the core team (hereinafter the "Core Team"), tasked to provide the Services. Alwaysdata shall take such steps as are necessary to ensure that a sufficient number of operational team members are always available, in order to ensure the continuity of the Services in the event that a team member is unavailable, in particular during periods of leave.

One member of Alwaysdata's operational team will be appointed to act as the project manager. He/she will be the Customer's key point of contact and will, more specifically, be tasked to schedule operations, control the tasks of the Core Team and monitor its work and, in general, to coordinate all of the Services to be provided as part of the maintenance services ordered from the Service Provider.

Alwaysdata shall warrant the continuity of the skills, knowledge and effectiveness of its Core Team throughout the entire term of the Contract. If the team members change, Alwaysdata will replace them with new team members with equivalent skills and experience or a higher level of skills and experience than the replaced members.

Alwaysdata undertakes to train new team members, at its own expense. Alwaysdata shall fully bear the cost of transferring knowledge from the former team member to the new member. The transfer of knowledge from the former member to the new member may not in any way affect the quality or continuity of the services performed.

#### 5.5.2. Customer's Manager

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The Customer shall appoint one of its/his/her employees to act as a technical manager, who must be skilled in the use of computers, tasked to coordinate the Customer's relationship with Alwaysdata.

### 5.5.3. Acceptance

A joint acceptance procedure must be conducted for the Services. The Parties agree as follows:

- If the Customer fails to reply within one week following the delivery of the Services, they will be deemed to have been impliedly accepted;
- If the Services are used for production purposes, the said Services will be treated as having been accepted;
- The Customer may only postpone acceptance if an Error exists preventing the full operation of the Services;
- After three acceptance attempts in a row, Alwaysdata may decide to terminate the Contract.

### 5.5.4. Penetration tests

Alwaysdata authorizes the Customer to carry out himself or to have carried out by any specialized service provider of his choice but not directly or indirectly in competition with Alwaysdata, penetration tests to verify that the Customer's Data, the Infrastructures or the Servers operated by Alwaysdata for the performance of the Services, are not vulnerable or exposed to risks of intrusion.

In this regard, the Customer must notify Alwaysdata of its intention to carry out penetration tests at least forty-eight (48) hours before the start of the tests, and by any written means of which proof of receipt by Alwaysdata can be provided by the Customer.

The penetration tests will be carried out at the exclusive expense of the Customer. They should in no case exceed a frequency of two (02) every six (06) months.

If these tests reveal vulnerabilities or exploitable security breaches to the detriment of the Data or the Services, Alwaysdata shall implement corrective actions within time limits to be agreed on a case-by-case basis between the Parties, depending on the seriousness of the real risk of security for Data or continuity of Services.

In any event, the Customer refrains from any exploitation of any security flaw or vulnerability that may be revealed by these tests. The results of these tests will in any case remain strictly confidential. Each Party therefore undertakes to maintain the strict confidentiality of these results.

By express agreement, the authorization thus given to the Customer by Alwaysdata is limited exclusively to penetration tests and can in no case relate to other types of tests, in particular tests of saturation of the Service.

## **6. Financial Terms and Conditions**

Alwaysdata's fees are stated in euros, exclusive of tax. VAT will be added to the prices at the rate in force on the invoice date. The flat fee covers the fulfilment of all obligations arising from the Contract.

The fixed fee payable for the Services is due immediately.

The net amount of the invoice is payable upon receipt, without any discount. If the Customer pays an invoice late, late payment interest will be charged at three times the legal interest rate, after prior formal notice.

The Customer may consult the prices proposed for the Service signed up for in the Order Form and on [www.alwaysdata.com](http://www.alwaysdata.com).

## **7. Term**

The Contract takes effect on the date on which the Customer signs up for the Contract (hereinafter the "Effective Date").

Unless terminated in accordance with the provisions of the Contract, this Contract is entered into, as of the Effective Date, for a minimum fixed term of:

- Monthly fixed fee: Installation phase + three months.
- Annual fixed fee: Installation phase + one year.

Unless terminated by either Party by notice sent by registered post with acknowledgement of receipt to the other Party at least one month prior to the anniversary of the Contract, it will be automatically renewed for a period equal to the previous period.

## **8. Traffic and Bandwidth**

8.1. Alwaysdata shall provide the Customer with the volume of traffic set out in the Order Form. The Customer is responsible for ensuring that the volume of Traffic corresponds to its/his/her needs, in particular with respect to any Technical Restrictions that may apply.

Alwaysdata may not be held liable for any access problems or temporary inability to access the Website experienced by users caused by disruptions to telecommunications networks. In this respect, the Customer represents that it/he/she has been informed of the constraints and complexity of worldwide telecommunications networks and the increase in the number of Internet users at peak times.

8.2. If the Customer's monthly Traffic exceeds the volume of Traffic originally allotted to the Customer, an additional fee will be invoiced separately to the Customer for an extra volume of Traffic.

Alwaysdata shall send the Customer the corresponding invoice, to be paid by the Customer immediately upon receipt.

If the Customer fails to pay the corresponding invoice or if the Customer refuses the increased volume of Traffic thus allotted, Alwaysdata shall suspend the Service, as of right, whenever the volume of Traffic allotted is exceeded. Alwaysdata may not be held liable for any Service downtime caused by this suspension. If less than the Customer's monthly volume of Traffic is consumed, the unused fraction will not be carried over.

## **9. Technical Restrictions**

9.1. Various Technical Restrictions apply to the use of the Service, as stated on the Alwaysdata website and/or in the Customer Area and/or in an email, and the Customer represents that it/he/she is aware thereof and undertakes to comply, at all times, with the terms thereof and any updates, which the Customer agrees to consult on a regular basis. Accordingly, the Customer will be responsible for taking all appropriate steps to ensure compliance with the Technical Restrictions.

9.2. If the Customer fails to comply with the Technical Restrictions, Alwaysdata reserves the right to terminate the provision of the Service, as of right and on the sole ground of the Customer's breach, with no entitlement for the Customer to claim any refund, credit note or compensation and also to file a complaint against the Customer or any third party in the event of an unlawful use and/or a breach of the security and integrity of its Servers.

## **10. Subcontracting**

Pursuant to the provisions of Clause 22 of the Standard Terms, the Customer gives Alwaysdata express permission to subcontract all or any part of the services set out herein, in particular the administration, management and physical maintenance of the Servers.