

EU DATA ACT ADDENDUM

This EU Data Act Addendum (the “Addendum”) forms part of the Agreement between you and us. Unless otherwise defined in this Addendum, capitalised terms have the meanings given to them in the Agreement.

I. YOUR RIGHT TO SWITCH AND ERASURE

- I.1. At any time during the Initial Period or any Renewal Period, you may:
 - I.1.1. either: (a) switch to a data processing service offered by a different provider of data processing services; or (b) port all Customer Data to an on-premises ICT infrastructure (each a “Switch”); or
 - I.1.2. erase your Customer Data,

by giving two months’ notice to us (the “Notice Period”).
- I.2. For a period of 30 days immediately following expiry of the Notice Period (the “Transitional Period”), you must continue to pay the Fees for the Services and we must:
 - I.2.1. provide reasonable assistance to you and third parties authorised by you in connection with a Switch;
 - I.2.2. act with due care to maintain business continuity, and continue the provision of the Services;
 - I.2.3. provide clear information concerning known risk to continuity in the provision of the Services;
 - I.2.4. ensure that a high level of security is maintained throughout the switching process, in particular the security of the data during their transfer and the continued security of the data during the retrieval period, in accordance with applicable EU or national law.
- I.3. If you wish to complete a Switch to a different provider of data processing services, you must provide us at the same time as your notice under paragraph I.1 with the necessary details of that provider.
- I.4. If the Transitional Period of 30 days is technically unfeasible, we must notify you within 14 working days after your notice under paragraph I.1 and indicate an alternative Transitional Period, which must not exceed seven months. We must

continue to provide, and you must continue to pay the Fees for, the Services during any extended Transitional Period.

- 1.5. At any time before expiry of the Transitional Period, you may extend the Transitional Period once for a period that you consider more appropriate for your own purposes by giving notice to us, including the end date of the extended Transitional Period.

2. SUPPORT AND INFORMATION

- 2.1. We must provide you with reasonable support for your exit strategy relevant to the Services, including by providing all relevant information.
- 2.2. We have set out an exhaustive specification of all categories of data and digital assets that can be ported during a Switch, including all exportable data, in Schedule 1 to this Addendum. Schedule 2

3. DATA RETRIEVAL

- 3.1. If the Agreement terminates under this Addendum, clause 2.6 of the MSA does not apply. This paragraph 3 applies instead.
- 3.2. As soon as reasonably practicable after the start of the Transitional Period, you must provide us with details of where to export the most recent back-up of Customer Data described in Schedule 1 to this Addendum and held by us at the end of the Transitional Period (the “Data Export”).
- 3.3. Within 30 days after expiry of the Transitional Period, we must:
 - 3.3.1. first, provide you with a copy of the Data Export; and
 - 3.3.2. then, erase any remaining Customer Data in our possession.

4. EFFECT ON THE DURATION OF THE AGREEMENT

- 4.1. You must notify us when a Switch successfully completes.
- 4.2. The Agreement automatically terminates, as applicable:
 - 4.2.1. on successful completion of the Switch; or
 - 4.2.2. where you do not wish to complete a Switch, but to erase your Customer Data in accordance with paragraph 1.1.2 of this Addendum, on expiry of the Notice Period,and we must notify you when the Agreement terminates under this paragraph 4.2.

- 4.3. If either the Notice Period or the Transitional Period extends beyond the end of the Initial Period or then-current Renewal Period, then the Agreement shall automatically extend for a Renewal Period that expires automatically (without the need for you to give further notice) on expiry of the Transitional Period. We may invoice you for, and you must pay, the Fees for that Renewal Period in accordance with clause 3 of the MSA.
- 4.4. If either the Transitional Period expires before expiry of the Initial Period or then-current Renewal Period, then we may charge you, and you must pay to Juro before expiry of the Transitional Period, an early termination penalty, calculated as follows:
- 4.4.1. for any termination under this Addendum that is effective during the Initial Period, an amount equal to 100% of the Fees that would have been payable in respect of the period from the termination date until expiry of the Initial Period; or
- 4.4.2. for any termination under this Addendum that is effective during any Renewal Period, an amount equal to 50% of the Fees that would have been payable by you in respect of the period from the termination date until expiry of the then-current Renewal Period,
- (the “Early Termination Penalty”). For the avoidance of doubt, the Early Termination Penalty does not affect your obligation to pay the Fees in full for the Services up to and including the termination date.
- 4.5. You acknowledge and agree that:
- 4.5.1. we have relied on the your fixed duration contract commitments to be able to offer the Services to you for the Fees and to make investments in developing and improving the Juro Platform; and
- 4.5.2. the Early Termination Penalty is a proportionate penalty for the early termination of a fixed duration contract, which proportionately and effectively balances our ability to rely on your fixed duration contract commitment so that we can invest in developing and improving the Juro Platform and your ability to switch data processing providers without commercial or contractual obstacles.

5. LIABILITY

Nothing in the Agreement excludes or limits either party's liability to the other party under or in connection with the Agreement for intentional acts or gross negligence that breach any data related obligations under the Agreement.

SCHEDULE I

Specification: Portable categories of data and digital assets (exportable):

Category of data: fully signed documents

Description: documents within your Juro repository that have the status “fully signed”

Format: a zipped folder containing PDF versions of all fully signed documents from your Juro environment, organised by workspace. Each folder contains a CSV file with a summary of its contents.

SCHEDULE 2

Specification: Categories of data and digital assets excluded (non-exportable)

1. System source code and proprietary algorithms include all code, logic, and automation developed by Juro.
2. Database schemas and internal relational models include structural design of Juro's databases that organise customer data.
3. Proprietary system configurations include rules, workflows, and automations applied at the platform level (not customer-specific).
4. Internal monitoring and performance data include error logs, latency reports, and infrastructure health metrics.
5. Security controls and tools include encryption keys, penetration test results, vulnerability scans, and internal security settings.
6. Third-party integrations licensed by Juro include connectors, APIs, or middleware provided under Juro's vendor agreements.
7. Aggregated and anonymised benchmarking data include insights or statistics generated across the full customer base.
8. Internal training datasets include data used to develop, test, or improve Juro's platform and features.
9. Proprietary user interface and experience (UI/UX) assets include layouts, workflows, and design features owned by Juro.
10. Internal documentation and technical manuals include developer notes, architecture diagrams, and support materials not specific to the customer.

Last updated: 1 October 2026