

Lloyd James Media Group Terms and Conditions

Background

1. We own the copyright and Database Rights in the Tele Prospects Data (as defined below).
 2. We have agreed to provide the Services (as defined below) on the terms set out in this agreement.
 3. As part of the Services, we have agreed to license to you use of the Tele Prospects Data for a specific business purpose, and to transfer to you for the purposes of such licence, the Tele Prospects Data, on the terms set out in this agreement.
- Agreed terms

1 INTERPRETATION

1.1 In this agreement and the Order Form the words and phrases below shall have the following meaning:-

1.2 The headings to the clauses in this agreement are for the ease of reference only and shall not affect the interpretation or construction thereof.

Absolute UK Database: the database of names, addresses and telephone numbers of individuals, the associated data therein being derived or imputed by us as part of the Services.

Authorised Person: the person specified in the Order Form or any other person you notify us of whom we are entitled to rely upon as having full legal authority to enter into this agreement.

Business Day: a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.

Business Purpose: the purpose for which you require the Tele Prospects Data as set forth in the Order Form and limited to the selected options of List Rental; Data Enhancement; Email Broadcast; External Email Broadcast; SMS-Mobile Campaign; Lead Generation and Premium Prospects.

Charges: the charges set out in the Order Form, as varied from time to time in accordance with this agreement.

Commencement Date: the date the Order Form is signed by you.

Confidential Information: all confidential information (however recorded or preserved) disclosed by us to you or your employees, officers, representatives, advisers or sub-contractors involved in the receipt of the Services who need to know the confidential information in question in connection with this agreement, which is either labelled as such or else which should reasonably be considered as confidential because of its nature and the manner of its disclosure.

Core Questions: the contact details and lifestyle questions formulated by us and included in a Lead Generation programme.

Data: any data or information, in whatever form, the provision of which may comprise part of the Services (wholly or in part), including any personal data.

Database Right: the intellectual property right in a database as defined in section 3A(1) of the Copyright, Designs and Patents Act 1988.

Derived Data: any Tele Prospects Data (wholly or in part) Manipulated to such a degree that it: a) cannot be identified as originating or deriving directly from the Tele Prospects Data or the Services and cannot be reverse-engineered such that it can be so identified; and b) is capable of use substantially as a substitute for the Tele Prospects Data or the Services.

Distribute: making the Tele Prospects Data accessible (including the provision of access through a database or other application populated with the Tele Prospects Data) by any means to any of Your Users.

Email Broadcast: the service forming part of the Services if selected by you in the Order Form whereby the Tele Prospects Data is provided by and managed by us for the purposes of conducting an email campaign on your behalf.

Estimated Quantity: the estimate by us of the number of responses to Product Questions.

External Email Broadcast: the service forming part of the Services if selected by you in the Order Form whereby the Tele Prospects Data for broadcast via e-mail is provided directly to you for the purposes of conducting your own email campaign in accordance with this agreement in contrast to the Email Broadcast.

Goneaway: a) an address to which an item mailed cannot be delivered by virtue of the intended recipient never having been, or no longer being at the address, or where the address is incomplete and bearing the appropriate Royal Mail failure designation 'We were unable to deliver this item because...' sticker marked as 'addressee has gone away' or 'addressee unknown' or 'address incomplete' and we are unable to subsequently verify the address; or b) a phone number which cannot be reached by virtue of being a dead line or a wrong number or where the intended recipient is no longer the subscriber or where the number is the wrong type (e.g. a fax number is given as a phone number).

Good Industry Practice: in relation to any undertaking and any circumstances, the exercise of skill, diligence, prudence, foresight and judgment and the making of any expenditure that would reasonably be expected from a skilled person engaged in the same type of undertaking under the same or similar circumstances.

Hard Bounces: a) either the email recipient or the email domain does not exist, and b) a 5.x.x error is returned by the sending or receiving email server.

Intellectual Property Rights: patents, utility models, rights to inventions, copyright and neighbouring and related rights, trademarks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets), the Tele Prospects Data, the Lead Generation and the Product Questions, the Core Questions, and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

Lead Generation: any survey compiled and executed by, or in conjunction with us as part of the Services which contains inter alia Product Questions and Core Questions, and which has been conducted by telephone, printed questionnaire, via the internet, or by other media.

List Rental: the rental by you of any part of the Tele Prospects Database as set out in the Order Form.

Manipulate: to combine or aggregate the Tele Prospects Data (wholly or in part) with other data or information or to adapt the Tele Prospects Data (wholly or in part).

Manipulated Data: any Tele Prospects Data that has been Manipulated. Manipulated Data includes any Derived Data.

Materials: any hardware, Software or documents supplied by us under this agreement.

Multi-Use Marketing: a series of mailings (including SMS-Mobile) conducted by you by use of the Tele Prospects Data the number of such mailings permitted by us and the timeframe within which they will be conducted are contained in the Order Form.

One-Off mailing: a mailing (including SMS-Mobile) conducted by you by use of the Tele Prospects Data on a single occasion.

One-Off Telemarketing: a telephone marketing activity conducted by you by use of the Tele Prospects Data on a single occasion.

Order Form: the order form which accompanies and forms part of this agreement and which confirms details of Your Order including the constituent details of the Tele Prospects Data to be supplied by us and the Charges payable by you for the Services.

Our System: any information technology system or systems owned or operated by us upon which the Tele Prospects Data is held or via which the Services are performed in accordance with this agreement.

Premium Prospects: contacts within the Tele Prospects Database whom we have applied enhanced verification services including date of formulation proximity.

Data Protection Law: all applicable laws relating to the processing, privacy and use of Personal Data, as applicable to the Controller and the Processor, including:

a) the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003, SI 2003/2426, and any laws or regulations implementing Directive 95/46/EC (Data Protection Directive) or Directive 2002/58/EC (ePrivacy Directive); and/or

b) the General Data Protection Regulation (EU) 2016/679 ("GDPR"), and/or any corresponding or equivalent national laws or regulations (Revised UK Data Protection Legislation);

c) in member states of the European Union: the Data Protection Directive or the GDPR, once applicable, and the ePrivacy Directive, and all relevant member state laws or regulations giving effect to or corresponding with any of them; and

d) any judicial or administrative interpretation of any of the above, any guidance, guidelines, codes of practice, approved codes of conduct or approved certification mechanism issued by any relevant Supervisory Authority;

Processing: the meaning given in the Data Protection Law;

Product Questions: those questions asked pursuant to Lead Generation, specific to your product or service, formulated by us and which we have the right to change as we see fit.

Release: generally available upgrades and enhancements to the Tele Prospects Data or Software.

Rolling Monthly Volume: the rolling supply by us to you of a target designated number of contacts per month from Tele Prospects Data pursuant to a Business Purpose, as set out in the Order Form which may in any month be less than the target number (not materially less) but shall not exceed the target number and in all cases the supply of the same shall continue unless terminated by you.

Security Breach: any security breach relating to:

the Tele Prospects Data reasonably determined by us to be sufficiently serious or substantial to justify notification to the Information Commissioner or other relevant supervisory authority in accordance with the Data Protection Law; or

the Tele Prospects Data reasonably determined by us to be sufficiently serious or substantial to give rise to a material risk of litigation by the individuals whose Data is the subject of the breach.

Security Feature: any security feature applied to the Tele Prospects Data, including any key, PIN, password, token or smartcard.

Services: the services relating to the Tele Prospects Data using Our System provided by us to you in consideration of the Charges and as detailed in the Order Form.

SMS-Mobile Campaign: the service forming part of the Services if selected by you in the Order Form whereby the Tele Prospects Data is provided directly to you for the purposes of conducting your own SMS-mobile campaign.

Software: any software provided by us to enable the Services to be provided.

Standard Contractual Clauses: the standard contractual clauses for the transfer of personal data from the European Union to processors established in third countries (controller-to-processor transfers), as set out in the Annex to Commission Decision 2010/87/EU.

Tele Prospects Data: the data owned by us which attracts Database Right and compiled either from the Absolute UK Database, responses to a Lead Generation programme, or data collected or maintained by us or on our behalf and made available to you only as part of the Services.

Tele Prospects Data Delivery: one copy of any data forming part of the Tele Prospects Data provided by us either in paper, printed or other documentary form or in other electronic format stored on Our System or bureau, pursuant to Your Order and in accordance with the Order Form.

Term: the term set out in the Order Form.

Your Order: our confirmation of order form, signed and accepted by you setting out without limitation the details of the data to be supplied by us pursuant to the Business Purpose and the Charges payable by you for the Services.

Your System: any information technology system or systems owned or operated by you which receives any Tele Prospects Data in accordance with this agreement, including your data Processing facilities, data files and documents needed for Processing.

Your User(s): any employee of yours authorised by you to access and use the Services (wholly or in part), using his own unique identifier provided by us.

2 Acceptance of this agreement

A hyperlink to this agreement accompanies the Order Form. Your completion and signature on the Order Form (which contains an express acknowledgment you have had opportunity to read this agreement) shall constitute acceptance of this agreement.

3 Scope

During the Term we shall supply the Services to you and you shall pay the Charges.

4 Services

4.1 During the Term we shall supply the Services to you by providing the Tele Prospects Data in accordance with your instructions provided under the Order Form.

4.2 We shall not act on any specific instructions given by you from time to time during the Term unless they are:

4.2.1 in writing; and

4.2.2 given by an Authorised Person.

4.3 We shall provide the Tele Prospects Data for the Business Purpose only and in compliance with your instructions from time to time as set out in the Order Form.

4.4 You acknowledge that we are under no duty to investigate the completeness, accuracy or sufficiency of your instructions.

4.5 In the event that any delivery date shall be agreed between us in the Order Form, you acknowledge that such date shall be indicative only and that we shall not be liable for any loss or damage suffered by you as a result of late delivery of the Tele Prospects Data.

4.6 We reserve the right to alter the wording of your proposed Product Questions and to refuse to include in a Lead Generation questions which in our reasonable opinion or that of our legal advisors are or may be illegal or offensive.

4.7 We reserve the right at any time prior to or following the date of execution of a Lead Generation to cancel this agreement and/or a Lead Generation without incurring any liability other than liability which may not by applicable law be excluded or limited, in which event no part of the Charges shall be payable by you.

5. License

5.1 As part of the Services and in further consideration of the Charges we grant to you a non-exclusive, non-transferable, revocable, licence for the Business Purpose only during the Term, to:

5.1.1 access and view the Tele Prospects Data (but not to Manipulate or create Derived Data);

5.1.2 store the Tele Prospects Data on Your System for a maximum period limited to 60 days;

5.1.3 distribute the Tele Prospects Data to Your Users on Your System.

5.2 You shall not redistribute the Tele Prospects Data (wholly or in part) save where you are acting as agent for a client and provided always (unless stated otherwise in the Order Form):

5.2.1 you notify us of the identity of your client (failure to so notify shall constitute a breach of this agreement entitling us to terminate this agreement); and

5.2.2 for the avoidance of doubt you shall remain fully liable under this agreement.

5.3 You shall:

5.3.1 only make copies of the Tele Prospects Data to the extent reasonably necessary for the Business Purpose (which includes, for clarity, back-up, mirroring (and similar availability enhancement techniques), security, disaster recovery and testing of the Tele Prospects Data);

5.3.2 not extract, re-utilise, use, exploit, redistribute, re-disseminate, copy or store the Tele Prospects Data other than for the Business Purpose; and

5.3.3 not do anything that may materially damage our reputation; and

5.3.4 take reasonable steps to ensure the reliability of all your employees who have access to the Tele Prospects Data.

5.4 We have the right, for the period of exclusivity agreed on the Order Form to analyse the Data derived from responses to Product Questions and to formulate conclusions from such analysis and extract information from the Data and we shall be entitled to use such information (including information comprising conclusions) in our sole discretion by way of the grant of licenses to third parties or otherwise. PROVIDED THAT nothing herein shall permit us to reveal to any third party the replies to any Product Questions that relate exclusively to your business.

5.5 Your right to use the Tele Prospects Data shall be non-exclusive and for single use only, unless stated otherwise in the Order Form.

5.6 One-Off Mailing and External Email Broadcast permits you to dispatch or broadcast a single mailing piece or SMS to each name supplied as part of Your Order. One-Off Telemarketing permits a single contact to be made with the specified name at the telephone number supplied as part of Your Order within a period of 28 days, but subject to a maximum of fifteen call attempts being made to reach them: if a name cannot be reached after fifteen call attempts, (regardless of the call disposition), the name cannot be called again by you.

5.7 Multi-Use Marketing requires you remain solely responsible for maintaining compliance with (including but not limited to the telephone preference service and mail preference service) and you must immediately report to us any opt outs on the part of contacts which you become aware of.

5.8 We have the right to provide any of the Data supplied to you under the Services at any time to any third party unless the same are subject to any exclusivity period governing the supply of responses to Product Questions contained in the Order Form.

5.9 We shall deliver the Tele Prospects Data to the address specified on the Order Form.

5.10 In the event you breach this agreement or any provision in the Order Form including but not limited to your use of the Tele Prospects Data beyond the 28 day use window (which period shall apply to all use of the Tele Prospects Data unless stated otherwise in the Order Form), we shall be entitled to levy a re-use charge of 100% of the value of the Your Order on each occasion of such breach. We shall be entitled to audit your use of the Tele Prospects Data to ensure your compliance with the 28 day use restriction and to verify you have deleted the Tele Prospects Data (which shall include the right to enter your premises) after such period which for the avoidance of doubt shall include whether the same is used for Multi-Use Marketing or single use.

6. Charges

6.1 In consideration of the performance of the Services, you shall pay the Charges to us.

6.2 The Charges shall be due and payable in accordance with the payment structure and invoicing procedure set out in the Order Form.

6.3 Time shall be of the essence regarding your obligations to make payments in respect of the Charges in accordance with the Order Form and such obligations are material obligations for the purpose of this agreement.

6.4 If you fail to make any payment due to us under this agreement by the due date for payment, then, without limiting our remedies under this agreement, you shall pay interest on the overdue amount at the rate of 4% per annum above HSBC Bank Plc's base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. You shall pay the interest together with the overdue amount.

6.5 All Charges are exclusive of VAT, which shall be paid by you at the rate and in the manner for the time being prescribed by law.

6.6 In the event that we agree to supply the Tele Prospects Data for the purpose of de-duplication against other data held by you and on the basis that you shall only pay a proportion of the price reflecting the "net names" actually used, any claim for credit for the unused portion of the Tele Prospects Data:

a) must be made within a period not exceeding 60 days from the date of delivery of the Tele Prospects Data, unless otherwise agreed in writing by us; and

b) must be supported by a deduplication report or certificate from a recognised data processing bureau or other independent agency approved by us; and

c) is conditional upon your return of the unused portion of the Tele Prospects Data and failure to return shall entitle us to levy a charge for all records delivered to you under the Tele Prospects Data.

6.7 On signing the Order Form, you agree to be bound by all terms and conditions in this agreement, regardless of whether the Tele Prospects Data is used for the purpose set out on the Order Form.

6.8 If we are not informed by you in writing or email of your non-receipt of the Tele Prospects Data, or of any issue relating to the Tele Prospects Data in any way, within 4 Business Days of the date you sign the Order Form or of the delivery date specified on the Order Form, you will be deemed to have received the Tele Prospects Data and accepted it as meeting your expectations and specifications.

7. Unauthorized use

If any unauthorised use is made of the Tele Prospects Data or Materials and such use is attributable to the act or default of yours or a third party that has acquired the Tele Prospects Data or Materials from you then, without prejudice to our other rights and remedies, you shall immediately be liable to pay us an amount equal to the Charges that we would have charged (in accordance with our published rate card), together with interest at the rate provided for in clause 6.4, had we authorised the unauthorised use from the date of such unauthorised use. For the avoidance of doubt the sum we may charge hereunder shall be exclusive of any discount which may have been applied to the supply of the Tele Prospects Data so that in assessing the said Charges we may multiply the total number of invoices which comprise the Charges by the total number of unauthorised uses to the date of payment.

8. Intellectual Property Rights

8.1 You acknowledge and agree we have made and will continue to make substantial investment in the obtaining, verification, selection, co-ordination, development, presentation and supply of the Tele Prospects Data and the Tele Prospects Data attracts Database Right.

8.2 You acknowledge that:

8.2.1 all Intellectual Property Rights in the Tele Prospects Data are and will remain our property and nothing in this agreement shall constitute a transfer, assignment or license of any copyright or intellectual property right of ours; and

8.2.2 you shall have no rights in or to the Tele Prospects Data other than the right to use it for the Business Purpose in accordance with this agreement;

8.2.3 you shall have no rights in or to the Tele Prospects Data other than a non-exclusive, royalty-free, personal, non-assignable, non-sub-licensable licence (co-terminous with this agreement) to process (but not adapt, alter, Manipulate or create Derived Data) the Tele Prospects Data in the United Kingdom to the extent reasonably necessary for you to process the Tele Prospects Data for the Business Purpose in accordance with this agreement;

8.3 You acknowledge that reference in any element of the Tele Prospects Data to trade names or proprietary products where no specific acknowledgement of such names or products is made does not imply that such names or products may be regarded by you as free for general use, outside the scope of the Business Purpose.

8.4 We reserve the right to grant licenses in respect of the Tele Prospects Data to any other party or parties.

8.5 You shall notify us immediately if you become aware of any suspected or actual unauthorised use of the whole or any part of the Tele Prospects Data by any person.

9. Confidentiality

9.1 You acknowledge Confidential Information includes the Tele Prospects Data.

9.2 You shall keep our Confidential Information confidential and shall not:

9.2.1 use any Confidential Information except for the Business Purpose; or

9.2.2 disclose any Confidential Information in whole or in part to any third party.

9.3 The term Confidential Information does not include any information that:

9.3.1 is or becomes generally available to the public (other than as a result of its disclosure by the receiving party or its representatives in breach of this clause 9;

9.3.2 was available to you on a non-confidential basis before disclosure by us;

9.3.3 was, is, or becomes, available to you on a non-confidential basis from a person who, to your knowledge, is not bound by a confidentiality agreement with us or otherwise prohibited from disclosing the information to you;

9.3.4 was known to you before the information was disclosed to you by us;

9.4 You may disclose the Confidential Information to those of your representatives who need to know that Confidential Information for the Business Purpose, provided that:

9.4.1 you inform those representatives of the confidential nature of the Confidential Information before disclosure; and

9.4.2 at all times, you are responsible for the representatives' compliance with the confidentiality obligations set out in this clause.

9.5 We or you may disclose Confidential Information to the extent required by law, by any governmental or other regulatory authority, or by a court or other authority of competent jurisdiction provided that, as far as we are legally permitted to do so, we respectively give the other as much notice of the disclosure as possible.

9.6 We shall use reasonable endeavors to keep confidential any said part of the Tele Prospects Data which is derived from responses to Product Questions.
9.7 The provisions of this clause 9 shall continue to apply after termination of this agreement.

10. Security and passwords

10.1 You shall ensure that the Tele Prospects Data is kept secure and in an encrypted form, and shall use all reasonable security practices and systems applicable to the use of the Tele Prospects Data to prevent, and take prompt and proper remedial action against, unauthorised access, copying, modification, storage, reproduction, display or distribution of the Tele Prospects Data.
10.2 If you:
10.2.1 become aware of any unauthorised or unlawful Processing of any Tele Prospects Data or that Tele Prospects Data is lost or destroyed or has become damaged, corrupted or unusable;
10.2.2 become aware of any Security Breach; or
10.2.3 learn or suspect that any Security Feature has been revealed to or obtained by any unauthorised person, you shall promptly notify us and fully co-operate with us to remedy the issue as soon as reasonably practicable.
10.3 You shall retain the Tele Prospects Data under your sole control for the Term and take reasonable precautions to preserve the integrity of any Tele Prospects Data and to prevent any use, copying, manipulation, corruption or loss of the Tele Prospects Data.
10.4 We shall monitor your usage of the Tele Prospects Data for the purposes of enforcing this agreement by the deployment of a small percentage of dummy contacts embedded with the Tele Prospects Data. - seeds

11. External Email Broadcast

When deploying the Tele Prospects Data for the purpose of External Email Broadcasting:
A) we shall utilise the email address test@tplmedia.co.uk during the entire testing phase of your email campaign.
B) you shall upon receipt of the Tele Prospects Data adopt, for the purpose of your own unsubscribe mechanism, the unsubscribe wording provided by us.
C) no later than 7 days after you have broadcast your campaign, all unsubscribes must be sent to suppression@tplmedia.co.uk, together with your company name clearly stated in the subject header. Thereafter any additional unsubscribes must be sent directly to suppression@tplmedia.co.uk.
D) you must be able to provide to us all necessary information on the type of E-Mail broadcasting system that will be used.

12. Your Obligations

12.1 Your legal obligations and responsibilities in respect of the Tele Prospects Data and this agreement shall include your outsourced partners through whom the Tele Prospects Data will pass or the contacts in the Tele Prospects Data will be contacted.
12.2 You undertake to us your use of the Tele Prospects Data is for the Business Purposes only.
12.3 If the Tele Prospects Data is contained in electronic format you alone will be permitted to extract information from the Tele Prospects Data and to print the same in documentary form on condition that any such printed materials produced and any copies of the same shall be retained solely in your possession and shall not be disclosed or otherwise communicated to any third party.
12.4 If the Tele Prospects Data is held in electronic form it together with any copies must be deleted and destroyed within 12 weeks from the date of the Order Form.
12.5 In the event that any recipient of any documents or other materials you mail or email objects to such mailing or emailing or requests that you cease or ask for his or its name to be removed from any list you have compiled for such purpose by use of the Tele Prospects Data you shall ensure such mailing or emailing cease forthwith and shall notify us immediately and provide us on a monthly basis with particulars of any documents and other materials mailed or emailed to such contact and of the name and address of such contact.
12.6 In the event that any recipient of a phone call made by you or on your behalf objects to a call, or requests that such calls from you cease, or ask for his or its name to be removed from any list you have compiled for such purpose by use of the Tele Prospects Data you shall ensure such mailing or emailing cease forthwith and shall notify us immediately.
12.7 You undertake to us that you will notify us immediately of any notice or other communication in respect of the Tele Prospects Data you receive from the Information Commissioner's office or any other official or legislative body.
12.8 You undertake to us that you will at all times comply with the provisions of the Data Protection Act 2018 in respect of your use and storage of the Tele Prospects Data.
12.9 You undertake to us that you will supply to us forthwith the name and address of any partners which you have retained for the purpose of carrying out mailing, fulfillment, email broadcast or telemarketing whom will be holding the Tele Prospects Data both inside and outside the EU and you confirm such partners shall hold the Tele Prospects Data securely and you shall remain fully liable for their failure a) so to maintain and b) to adhere to the Data Protection Law.
12.10 In the event of your non-compliance with legislation, DMA codes of practice, failure to adhere to Good Industry Practice or mishandling of contacts contained in the Tele Prospects Data, which adversely affects our name, reputation and goodwill, or results in additional effort by us to address such damage we reserve the right to levy additional charges of £1000 per instance.
12.11 We accept no responsibility for any breach by you of any legislation occasioned by communication to the contacts within the Tele Prospects Data and supplied to you under the Services.
12.12 You confirm that the instruction to us in respect of the data selections and output format detailed on the Order Form are correct in every respect and that in the event re-output of the Tele Prospects Data be required as a result of your errors or omissions in such instructions we shall be entitled to charge you for such re-output in accordance with our standard charges for the same, or for full Charges for the Tele Prospects Data if it has been utilised by you for mailings or telemarketing purposes for any Business Purpose.
12.13 You shall provide us with your instructions for at least 2 days prior to the date of the proposed output as noted on the Order Form. In the event such instructions are not received by us by the stated date we reserve the right to supply

to you following the published procedure indicated by your TPL account manager and

14.9.1 you have purchased the Tele Prospects Data against account facilities provided by us; and
14.9.2 you have settled the invoice relating to the Tele Prospects Data within the agreed account settlement period.
14.10 Before you may make a claim for replacement Tele Prospects Data or a refund for Goneaways, you must mail or phone a minimum of 1,000 records or 20% of the total number of records in the Tele Prospects Data whichever is the greater. In the event that there are less than 1,000 records in the Tele Prospects Data, you must mail or phone all the records in the Tele Prospects Data.
14.11 The percentages of records which must qualify as Goneaways before replacement Tele Prospects Data or refund for Goneaways will be given are:
Addresses: 12%
Telephone Numbers: 12%
14.12 Claims for replacement Tele Prospects Data or refund for Goneaways must be made with supporting documentation (e.g. returned envelopes, call records) within thirty (30) days of date of purchase.
14.13 Replacement Tele Prospects Data or refund will not be given where supporting documentation is not provided by you. Only one claim may be made for each purchase. A separate claim must be made for each purchase.
14.14 If you believe you are due replacement Tele Prospects Data or refund for any reason which is not related to Goneaways, you should contact our sales team. In the event you are provided with a Destroyed Data Declaration by us, no refund will be provided until you have completed and signed the Destroyed Data Declaration and returned it to us.
14.15 Until and unless a refund has been agreed by us, payment for the full amount shall remain due to us and we reserve the right to use all and any applicable legal remedies to recover payment from you as well as any additional costs incurred by us in connection with the same.

15. Limitation of liability

15.1 Neither party excludes or limits liability to the other party for:
15.1.1 fraud or fraudulent misrepresentation;
15.1.2 death or personal injury caused by negligence; or
15.1.3 any matter for which it would be unlawful for the parties to exclude liability.
15.2 We shall not in any circumstances be liable whether in contract, tort (including for negligence and breach of statutory duty howsoever arising), misrepresentation (whether innocent or negligent), restitution or otherwise, for:
15.2.1 any loss (whether direct or indirect) of profits, business, business opportunities, revenue, turnover, reputation or goodwill;
15.2.2 any loss or corruption of the Tele Prospects Data (whether direct or indirect) of Data or your information;
15.2.3 loss (whether direct or indirect) of anticipated savings or wasted expenditure (including management time); or
15.2.4 any loss or liability (whether direct or indirect) under or in relation to any other contract; or
15.2.5 any loss as a result of the actual quantity of response which constitute the Tele Prospects Data being less than the estimated quantity.
15.3 Our total aggregate liability in contract, tort (including negligence and breach of statutory duty howsoever arising), misrepresentation (whether innocent or negligent), restitution or otherwise, arising in connection with the performance or contemplated performance of this agreement or any collateral contract shall in all circumstances be limited to 50% of that element of the total Charges paid by you which govern the erroneous element of the Services during the 12 month period immediately before the date on which the cause of action first arose.
15.4 Any dates quoted for delivery of the Services are approximate only, and the time of delivery is not of the essence. We shall not be liable for any delay in delivery of the Services that is caused by an event or circumstance or your failure to provide us with adequate delivery instructions or any other instructions that are relevant to the supply of the Services.
15.5 You shall indemnify us against any claims, losses, damages, costs (including all legal fees) and expenses incurred by or awarded against us arising out of or in connection with the Processing by you of the Tele Prospects Data under this agreement except to the extent that the same have arisen out of or in connection with any negligence or wilful default of ours. For clarity, this exception shall include any claim or action claiming that the provision, receipt or use of the Tele Prospects Data (wholly or in part) infringes any Intellectual Property Right of a third party.
15.6 You shall not institute proceedings for damages for breach of this agreement after the expiration of one year from the date on which you became aware of the same or the date on which you ought reasonably to have become aware of the same.

16. Term and termination

16.1 This agreement shall commence on the Commencement Date. Unless terminated earlier in accordance with this agreement, this agreement shall continue for the period set out in the Order Form.
16.2 You may terminate this agreement in respect of the Services upon thirty (30) days notice in writing.
16.3 We may terminate this agreement with immediate effect if you fail to pay any amount due under this agreement (including the Charges) on the due date for payment and remains in default not less than 30 days after being notified in writing to make that payment.
16.4 Without prejudice to any rights that have accrued under this agreement or any of its rights or remedies, either party may terminate this agreement with immediate effect by giving written notice to the other party if:
16.4.1 the other party commits a material breach of any material term of this agreement and (if that breach is remediable) fails to remedy that breach within a period of 30 days after being notified in writing to do so;
16.4.2 the other party:
16.4.2.1 suspends, or threatens to suspend, payment of its debts;
16.4.2.2 is unable to pay its debts as they fall due or admits inability to pay its debts;
16.4.2.3 (being a company) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986;
16.4.2.4 (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986; or

16.4.2.5 (being a partnership) has any partner to whom any of clause 15.3(c)(i) to clause 15.3(c)(iv) apply;

16.4.2.6 the other party commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors other than (in the case of a company) for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;

16.4.2.7 a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that other party (being a company) other than for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;

16.4.2.8 an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is given or if an administrator is appointed, over the other party (being a company);

16.4.2.9 the holder of a qualifying floating charge over the assets of that other party (being a company) has become entitled to appoint or has appointed an administrative receiver;

16.4.2.10 a person becomes entitled to appoint a receiver over the assets of the other party or a receiver is appointed over the assets of the other party;

16.4.2.11 a creditor or encumbrancer of the other party attaches or takes possession of, or a distress, execution, sequestration or other similar process is levied or enforced on or sued against, the whole or any part of the other party's assets and that attachment or process is not discharged within 14 days;

16.4.2.12 any event occurs or proceeding is taken with respect to the other party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in this clause 16 (inclusive);

16.4.2.13 the other party suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business; or

16.5 Any provision of this agreement that expressly or by implication is intended to come into or continue in force on or after termination or expiry of this agreement shall remain in full force and effect.

16.6 Termination or expiry of this agreement shall not affect any rights, remedies, obligations or liabilities of either of us that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the agreement which existed at or before the date of termination or expiry.

16.7 On any termination of this agreement for any reason or expiry of the Term, you shall immediately pay any outstanding amounts owed to us under this agreement.

16.8 On any termination of this agreement for any reason or expiry of the Term you shall as soon as reasonably practicable return or destroy (as directed in writing by us) all Tele Prospects Data, information, software, and other materials provided to you by us in connection with this agreement including all Materials, and our Confidential Information.

16.9 If you are required or requested by any law, regulation, or government or regulatory body to retain any documents or materials that you would otherwise be required to return or destroy under this clause, you shall notify us in writing of that retention, giving details of the documents or materials that you must retain. You shall not be in breach of clause with respect to the retained documents or materials.

17. Force majeure

Neither of us shall be in breach of this agreement nor liable for delay in performing, or failure to perform, any of our respective obligations under this agreement if such delay or failure result from events, circumstances or causes beyond our reasonable control. In such circumstances the time for performance shall be extended by a period equivalent to the period during which performance of the obligation has been delayed or failed to be performed.

18. Assignment

18.1 This agreement is personal to you and expressly excludes any parent, subsidiary or other affiliated company of yours and you shall not assign, transfer, mortgage, charge, subcontract, declare a trust of or deal in any other manner with any of your rights and obligations under this agreement without our prior written consent.

18.2 In the event of a transfer of your assets to a third party, the Tele Prospects Data remains our property and any use of the Tele Prospects Data so transferred shall be unlawful allowing us to claim against both you and the third party for such unlawful use.

18.3 You confirm you are acting on your own behalf and not for the benefit of any other person.

18.4 We may at any time assign, transfer, mortgage, charge, subcontract, declare a trust of or deal in any other manner with any of our rights and obligations under this agreement without your consent.

19. Waiver

No failure or delay by a party to exercise any right or remedy provided under this agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it preclude or restrict the further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.

20. Rights and remedies

Except as expressly provided in this agreement, the rights and remedies provided under this agreement are in addition to, and not exclusive of, any rights or remedies provided by law.

21. Notice

Any notice or other communication given to a party under or in connection with this agreement shall be in writing and shall be delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case).

22. Any notice or communication shall be deemed to have been received:

22.1 if delivered by hand, on signature of a delivery receipt or at the time the notice is left at the proper address;

22.2 otherwise at 9.00 am on the second Business Day after posting or at the time recorded by the delivery service.

23. This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution. For the purposes of this clause, writing shall not include email.

24. Entire agreement

24.1 This agreement constitutes the entire agreement between us and supersedes all previous discussions, correspondence, negotiations, arrangements, understandings and agreements between us relating to its subject matter.

24.2 Each of us acknowledges that in entering into this agreement it does not rely on, and shall have no remedies in respect of, any representation or warranty (whether made innocently or negligently) that is not set out in this agreement.

25. Variation

Except as expressly provided in this agreement, no variation of this agreement shall be effective unless it is in writing and signed by each of us (or our Authorised Representatives).

26. Severance

26.1 If any provision or part-provision of this agreement is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this agreement.

26.2 If any provision or part-provision of this agreement is invalid, illegal or unenforceable, we shall respectively negotiate in good faith to amend such provision so that, as amended, it is legal, valid and enforceable, and, to the greatest extent possible, achieves the intended commercial result of the original provision.

27. No partnership or agency

27.1 Nothing in this agreement is intended to, or shall be deemed to, establish any partnership or joint venture between us, constitute either of us the agent of the other, or authorise either of us to make or enter into any commitments for or on behalf of any other.

27.2 Each of us confirms it is acting on its own behalf and not for the benefit of any other person.

28. Third-party rights

A person who is not a party to this agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this agreement.

29. Governing law

This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

30. Jurisdiction

Each of us irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).