

Resolve Legal Solutions (“RLS”) www.resolvelegalsolutions.com	
RLS is a Trading Name, part of Thin Blue Line Group Limited	
Company No.	14093108
ICO Registration Number	ZB339641
Corporate Jurisdiction	England & Wales
Registered Office	Cavendish House, Brighton Road, Waterloo, Liverpool, L22 5NG
Tel	+44 (0) 151 640 0928
E-Mail	info@resolvelegalsolutions.com

These Terms are for the Provision of Investigative and Litigation Support services.

WHEREAS:

- (1) These terms of business set out the basis on which RLS shall conduct all matters undertaken for you and shall be read in accordance with any covering communication. Any differences arising in respect of individual matters shall be notified to you in writing.
- (2) RLS shall carry out a conflict-of-interest assessment and ensure none exist to prevent RLS from accepting your instructions.

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IT IS AGREED as follows:**1. Communication**

RLS shall communicate with such of your officers, staff and other advisers as appears to RLS to be appropriate. If, however you have any specific security requirements relating to the communication of information to you or your company (as the case may be) then please advise RLS.

2. Liability

The services RLS provide to you, which shall include any information or advice given to you, is based solely on the information you have given to RLS and does not constitute advice to any third party to whom you may communicate it.

3. Rights of Third Parties

3.1 RLS duties are owed only to the individual/company whose instructions RLS is acting upon and RLS disclaim any liability to any other persons regardless of whether the Client instructs RLS on behalf of another.

3.2 The terms on which RLS is acting on the Client's matter (contained herein or otherwise) are intended to be enforceable solely by the contracting parties herein.

3.3 RLS do not accept any liability for services or information provided by any third parties instructed by RLS on the Client's behalf in respect of the relevant services unless there is prior agreement in writing.

4. Provision of Services

4.1 With effect from the commencement date, RLS shall, throughout the course of the instructions, provide the services to the Client as agreed within the Client's original instruction.

4.2 RLS shall provide the services with reasonable skill and care, commensurate with prevailing standards in the risk mitigation, litigation support, data processing and professional investigation sector in the Jurisdiction in which RLS registered office is based.

4.3 RLS shall act in accordance with all reasonable instructions given to RLS by the Client provided that such instructions are lawful.

4.4 RLS shall be responsible for ensuring that the services comply with all statutes, regulations, byelaws, standards, codes of conduct and any other rules relevant to their provision.

4.5 RLS reserve the right to amend or supplement any terms herein contained generally or specific to any matter by providing notice in writing.

5. Client's Obligations Pertaining to Services

5.1 The Client shall use all reasonable endeavours to provide all pertinent information in their lawful instruction to RLS that are necessary for RLS to provide the services.

5.2 The Client may, from time to time, issue reasonable lawful instructions to RLS in relation to RLS provision of the services, only insofar as they meet the specifications of the service offered by RLS.

5.3 If any consents, licences, or other permissions are needed from any third parties, it shall be the Client's responsibility to obtain the same in advance of the provision of the services (or the relevant part thereof) unless otherwise specifically agreed.

5.4 If the nature of the services requires that RLS have access to the Client's premises or any other location, access to which is lawfully controlled by the Client, the Client shall ensure RLS have access to the same at the times to be agreed between RLS and the Client as required.

6. Fees, Payments and Records

6.1 The cost of the services shall be indicative of the type of work undertaken and it is normal procedure for RLS to provide an estimate or proposal in each instance. RLS require the full invoiced amount to be paid once instruction is received and before any enquiries commence. If there are any changes in the Client's instructions or in the circumstances of the matter at any time these shall be reflected in an amended proposal, which shall be provided to the Client at the earliest opportunity. If RLS is unable to provide a proposal, RLS shall keep the Client informed of the work in progress on a periodic basis or upon the Client's request.

6.2 Where it is necessary to instruct a third party on behalf of the Client, including but not limited to external services, RLS will do so as the

Client's agent and the Client shall be responsible for payment of the third party's fees.

6.3 RLS may ask for full/part funds on account to cover initial fees and disbursements and/or settlement of third party's fees. Any request for any such monies shall not be an estimate or a cap on any fee and unless payment was made for a specified purpose, may be used to meet fees when invoiced to the Client.

6.4 An invoice, or receipted invoice, will be rendered at the conclusion of a matter. RLS reserve the right to render interim invoices during the services provided. Any billing requirements of the Client should be given to RLS prior to the services commencing.

6.5 Bills are payable in accordance with RLS Payment Terms, which are outlined herein and RLS reserve the right to charge statutory interest at 8% above the underlying base rate and other charges in relation to late payment and/or debt recovery.

7. Confidentiality

7.1 Each party undertakes that, except as provided herein or as authorised in writing by the other party, it shall, always during the continuance of this agreement and in perpetuity after its termination:

7.1.1 keep confidential all confidential information;

7.1.2 not disclose any confidential information to any other party unless agreed in advance or as required by law, or in response to an order of a court of competent jurisdiction;

7.1.3 not use any confidential information for any purpose other than as contemplated by and subject to the terms of this agreement;

7.1.4 not make any copies of, or record in any way or part with possession of any confidential information; and

7.1.5 ensure that none of its directors, officers, employees, agents, sub-contractors, or advisers does any act which, if done by that party, would be a breach of the provisions of the above sub-clauses.

7.2 The provisions of this clause shall continue in force in accordance with its terms indefinitely, notwithstanding the termination of this agreement for any reason.

8. Limitation of Liability

8.1 This clause sets out the entire financial liability of the parties (including that for the acts or omissions of their employees, agents, or subcontractors) to each other for any breach of this agreement, any use made by the Client of services, and any representation, statement or tortious act or omission (including, but not limited to, negligence and breach of statutory duty) arising out of or in connection with this agreement.

8.2 Neither party shall be liable to the other, whether in contract, tort (including negligence), restitution, or for breach of statutory duty or misrepresentation for any loss of profit, loss of goodwill, loss of business opportunity, loss of anticipated saving, loss or corruption of any data or information, or any special, indirect, or consequential damage or loss that may be suffered by the other party that arises out of or in connection with this agreement.

8.3 Without prejudice to sub-clause above, RLS total liability arising out of or in connection with this agreement (whether in contract, tort (including negligence), restitution, for breach of statutory duty or misrepresentation or otherwise) shall be limited to the value of the services in respect of any and all other acts or omissions.

9. Force Majeure

9.1 No party to this agreement shall be liable for any failure or delay in performing their obligations where such failure or delay results from any clause that is beyond the reasonable control of that party. Such causes include, but are not limited to: power failure, internet service provider failure, industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism, acts of war, governmental action or any other event that is beyond the control of the party in question.

9.2 In the event that a party to this agreement cannot perform their obligations hereunder as a result of force majeure for a continuous period of 4 weeks, the other party may at its discretion terminate

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this agreement by written notice at the end of that period. In the event of such termination, the Parties shall agree upon a fair and reasonable payment for any and all goods delivered and/or any and all services provided up to the date of termination. Such payment shall take into account any prior contractual commitments entered into in reliance on the performance of this agreement.

10. Term, Termination & Sub-contracting

- 10.1 This agreement shall remain in force from the commencement date of this agreement and shall continue to the termination of this agreement.
- 10.2 RLS will treat as confidential all information concerning the Client's business affairs received as a result of instructions received and not disclose the information to any third party save to those persons whom RLS deem necessary and solely for the purpose of carrying out the Client's instructions unless such information (a) is or becomes generally available to the public or (b) is required to be disclosed by a law or a Competent Authority as defined under the UK GDPR.
- 10.3 Where RLS, (in the provision of the services which involves the processing of any individual's personal data, the purpose and means for which is determined by the Client), may require to outsource all or part of the processing to a sub-contractor. It is unequivocally agreed that this is solely within RLS discretion and that you acknowledge that you specifically agree to RLS doing so. Wherever possible, any sub-contractor will be a Member of the Association of British Investigators Limited (“ABI”), www.theABI.org.uk, or meeting the ABI criteria for membership. In some instances, RLS will use sub-contractors who are not members of the ABI, but that meet RLS requirements and/or are specialists. If you do not give permission for RLS to instruct sub-contractors at RLS sole discretion, you must notify RLS in writing in the initial instruction or as soon as reasonably practical thereafter and in any event before RLS commence the services, and RLS will then seek your further permissions if necessary. In the event of such permission being withdrawn RLS reserve the right to review the terms under which RLS have accepted your instructions.
- 10.4 For law enforcement and/or fraud awareness/prevention or enforcement it is agreed that non-personal data acquired by RLS may be shared at RLS discretion. Personal data however will remain confidential.
- 10.5 RLS reserve the right to conduct due diligence prior to the commencement of the services of the Client and their instructions. This may require proof of the Client's identity and or compliance with the Money Laundering Regulations in the jurisdiction in which the services are to be provided.
- 10.6 RLS reserve the right to terminate provision of RLS services to the Client by providing written notice delivered to the Client's address or by email. The Client may also terminate their instructions to RLS on any matter at any time by providing RLS with written notification. Notwithstanding any termination by either party, the Client agrees to pay any outstanding fees and costs incurred up to the date of termination or the fixed fee agreed.

11. Effects of Termination

- Upon the termination of this agreement for any reason:
- 11.1 any sum owing by either party to the other under any of the provisions of this agreement shall become immediately due and payable;
- 11.2 all clauses which, either expressly or by their nature, relate to the period after the expiry or termination of this agreement shall remain in full force and effect.
- 11.3 termination shall not affect or prejudice any right to damages or other remedy which the terminating party may have in respect of the event giving rise to the termination or any other right to damages or other remedy which any party may have in respect of any breach of this agreement which existed at or before the date of termination;
- 11.4 subject as provided in this clause and except in respect of any accrued rights neither party shall be under any further obligation to the other; and

- 11.5 each party shall (except to the extent referred to herein) immediately cease to use, either directly or indirectly, any confidential information, and shall immediately return to the other party any documents in its possession or control which contain or record any confidential Information upon request of the other party.

12. No Waiver

No failure or delay by either party in exercising any of its rights under this agreement shall be deemed to be a waiver of that right, and no waiver by either party of a breach of any provision of this agreement shall be deemed to be a waiver of any subsequent breach of the same or any other provision.

13. Further Assurance

- 13.1 Each party shall execute and do all such further deeds, documents and things as may be necessary to carry the provisions of this agreement into full force and effect.
- 13.2 From time-to-time RLS may wish to issue publicity about RLS services which may include details of previous cases or case scenarios. RLS shall make no specific references to the Clients matter which may reveal or otherwise lead to be revealed any information which shall be subject to confidentiality clause herein.
- 13.3 RLS reserve the right to act on behalf of other individuals / companies who operate in the same locality as the Client or any related subject area subject to RLS obligations of confidentiality and conflict of interest as contained herein.
- 13.4 In the execution of RLS instructions and investigative, risk management or surveillance activities or litigation support services, RLS may adopt certain skilled methodology and/or utilise electronic devices, which may capture personal data. Such activities, services and use of equipment will be carried out within such Guidelines and Good Practice Policies published by the ABI, see www.TheABI.org.uk.
- 13.5 RLS is affiliated to the ABI and the members are subject to that professional body's Code of Ethics and Professional Standards, see www.TheABI.org.uk.
- 13.6 If the Client is not satisfied with the service provided, a written complaint should be made to RLS in the first instance. All complaints will be handled in an efficient manner and all attempts will be made to resolve them quickly. In the event that the Client remains dissatisfied, the Client should then refer to the disciplinary procedures available against individual members through the ABI, see www.TheABI.org.uk.

14. Severance

If one or more of the provisions of this agreement is found to be unlawful, invalid, or otherwise unenforceable, that/those provision(s) shall be deemed severed from the remainder of this agreement. The remainder of this agreement shall be valid and enforceable.

15. Law and Jurisdiction

These terms of business are governed by and shall be construed in accordance with the laws of the jurisdiction applicable to RLS principal office and you agree to submit to the exclusive jurisdiction of the Courts therein.

16. Agreement to these Terms

The Client shall agree to be bound by these Terms, by instructing or continuing to instruct RLS and upon condition that RLS accept or indicate or imply acceptance by commencing the service.

17. Training & Continuing Professional Development

RLS is affiliated to the ABI and the members are subject to that professional body's programme of training and continuing professional development see www.TheABI.org.uk

18. Compliance

- 18.1 RLS Privacy Notice & Record of Processing Activities can be downloaded at www.resolvelegalsolutions.com and forms part of this agreement.
- 18.2 RLS shall, during, and following completion of the services, retain any documentation or information, that may be foreseen to be required in the future, usually a maximum 24 month period, but in any event for no longer than a period defined within any Act.

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- referring to a limitation period for bringing a legal action in a competent court in the jurisdiction in which the services were provided and shall dispose, destroy, or delete any information which is deemed to be extraneous.
- 18.3 During such retention period personal data processed by RLS on the Client's behalf will be kept securely and where transferred to the Client or a sub-contractor or third party instructed by the Client, it shall be encrypted or secured with a unique password communicated to the recipient separately and compliant with the requirements under Article 32 of the UK GDPR.
- 18.4 Without prejudice to RLS data protection obligations, RLS will offer to the Client or data subject, without charge, assistance should a data subject formally serve upon the Client a Subject Access Request or other obligation under chapter III UK GDPR. Any Subject Access Request served on RLS directly, where the purpose and means for the processing of the individual's personal data was determined by the Client, will be referred to the Client immediately upon receipt.
- 18.5 In the event of a data breach during the processing of personal data under the terms of this contract, where the purpose and means for the processing of the individual's personal data was determined by the Client, the Client shall be notified immediately, and RLS will aid the Client to comply with Article 28(f) of the UK GDPR.
- 18.6 In the event RLS is acting as Processor where the purpose and means for the processing of any individual's personal data was determined by the Client, they shall upon request submit audits and inspection and provide the Client with requisite information to ensure compliance with its Article 28 obligations. RLS will inform the Client immediately if there is a danger of something infringing the UK GDPR.
- 18.7 Furthermore, in the event RLS acts as Processor, where the purpose and means for the processing of any individual's personal data was determined by the Client, RLS confirms, and it is acknowledged, that all sub-contractors (sub-Processors) so instructed by RLS, will be bound by the UK GDPR conditions as contained within these terms.
- 18.8 If RLS ceases trading, or you are unable to contact RLS, any sub-contractor instructed by RLS will, by default, become your Processor or a Controller or Joint Controller with you depending on the processing activity in question.
- 18.9 For the avoidance of doubt, instructions are accepted on the basis that RLS services are conducted under the direction of the Client who ordinarily will determine the purpose and means for the processing of any individual's personal data involved in the execution of the instructions. RLS however may find it necessary to determine the purpose and means for the processing of an individual's personal data outside the scope of the initial instructions, which may render the activity as Controller, in which event RLS will meet its obligations as such.
- 18.10 All instructions are carried out with due consideration given to the provisions and requirements of the prevailing law on bribery and accordingly no part of the instructions will be conducted in breach thereof.
- 18.11 RLS shall meet the responsibilities to ensure all staff, internal, external, or contracted and its supply chain workers are not victims of modern slavery or human trafficking. The safeguards against modern slavery or human trafficking are carried out with due diligence procedures.
- 18.12 RLS is audited annually for Cyber Essentials certification.