



## ACCEPTABLE USE POLICY

This Acceptable Use Policy (“Acceptable Use Policy”) governs the Customer’s use of the Subscription and is part of the Master Subscription Agreement by and between Floodid and Customer. (the “Agreement”). In the event of a conflict between this Acceptable Use Policy and the Agreement, unless otherwise expressly provided, the Agreement will control. All capitalized terms not defined herein have the meaning ascribed to them in the Agreement. Floodid may suspend or terminate access to the Subscription, without having any liability to the Customer in the event of any non-compliance or contravention of this Acceptable Use Policy by the Customer or its Authorized Users. Floodid shall not be liable for any use of the Subscription by Customer or its Authorized Users that violates the terms of this Acceptable Use Policy.

### 1. Customer Restrictions

The Customer shall not:

- a) access, store, distribute, or transmit any Viruses or harmful material during the use of the Subscription that: (a) is unlawful, harmful, threatening, defamatory, obscene, infringing, harassing, or offensive; (b) facilitates illegal activity; (c) depicts sexually explicit images; (d) promotes violence; (e) is discriminatory; or (f) is otherwise illegal or harmful.
- b) except as permitted by law or the Agreement: (i) copy, modify, create derivative works from, or distribute the Software and/or Documentation; (ii) decompile, reverse engineer, or attempt to discover the source code, object code or underlying algorithms of the Software; (b) use the Subscription or Documentation to create a competing product or service; (c) provide the Subscription or Documentation to third parties; (d) license, sell, rent, lease, transfer, assign, distribute, display, disclose, or commercially exploit the Subscription or Documentation; (e) introduce or permit the introduction of any Virus or Vulnerability into Floodid’s network and information systems; (f) transfer, distribute, or otherwise deal in the Subscription to any third party, except as specified in the Order Form; or (g) make or permit any alterations, modifications, or enhancements to the Subscription.

### 2. Customer Obligations

The Customer shall:

- a) use all reasonable endeavours to prevent any unauthorised access to, or use of, the Subscription and/or the Documentation and, in the event of any such unauthorised access or use, promptly notify Floodid;
- b) procure adequate and compatible store hardware (and for the maintenance of such hardware) as such minimum specifications are set forth below in Exhibit A;
- c) ensure that its network and systems comply with the relevant Specifications provided by Floodid from time to time; and



- d) be, to the extent permitted by law and except as otherwise expressly provided in the Agreement, solely responsible for procuring, maintaining and securing its systems and network connections and telecommunications links from its systems to Floodid's data centers, and all problems, conditions, delays, delivery failures and all other loss or damage arising from or relating to the Customer's network connections or telecommunications links or caused by the Internet.



## Exhibit A

### **HARDWARE REQUIRED SPECIFICATIONS**

#### **Hardware Agnostic**

The Floodid software solution is hardware independent providing “insulation” from external technology changes and can interface with most hardware solutions.

Our solution has a minimum hardware specification required for it to operate effectively. As part of any project, we would need to evaluate your estates’ hardware to ensure our solution can run to the required standard. A report will be produced as part of the evaluation/project which will recommend the suitability of your hardware and any next steps if necessary.

#### **Hardware Recommendations**

##### **Resilient POS Recommended Specifications**

- Intel dual core CPU recommended **2.9GHz or above. Non-Celeron preferred**
- 4GB RAM or more
- 120 GB HDD, SSD for optimum performance
- Support for 64bit OS is a requirement

##### **Resilient POS Minimum Specifications**

- Intel dual core CPU at 2.8 GHz or better. Non-Celeron preferred
- 2GB RAM
- 60GB HDD minimum sustained read and write transfer rate of 100MB/s, mixed operations at 75MB/s
- Support for 64bit OS is a requirement

#### **Thin Client POS**

- Android device compatible with Android 7 through 14.5 – Form Factor (Phone, Tablet, Camera-Scanner)
- Apple device compatible with iOS 14.5 – Form Factor (Phone, Data Wedge-Scanner)

#### **Network requirements for in Store and WAN bandwidth**

This is somewhat dependent on the transaction volume, but in general Floodid Core can run on very low bandwidth networks. The Floodid Core is comprised of a variety of application components that can be installed to meet the needs of the customer requirements. One of the core philosophies of the design

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approach in this solution is to minimize the bandwidth traffic from store to center. The Floodid Core can operate on network connections that are as slow as 512 Kbps.