1 GENERAL

1.1 These General Sales Terms and Conditions shall apply to products and services (the “Products”) manufactured and/or provided by Gemalto Southern Africa Pty Ltd, a company organized and existing under the laws of South Africa ("Gemalto") to a customer (the “Buyer”). Gemalto and Buyer are hereafter individually referred to as a “Party” and collectively as the “Parties”. Any proposal of whatsoever form (the “Proposal”) made by Gemalto to the Buyer for its Products shall be governed by these General Sales Terms and Conditions which, unless expressly otherwise agreed in writing, shall prevail in the event of a discrepancy with any other written or oral agreement between Gemalto and the Buyer.

1.2 The Proposal, including, without limitation, commercial, technical and financial documents sent to the Buyer together with these General Sales Terms and Conditions, shall be valid for a period of thirty (30) days from the date of its issuance, unless extended by Gemalto by written notice to the Buyer.

1.3 The Buyer’s written acceptance of the Proposal and/or the placement of an order in writing by the Buyer (the “Order”) shall be deemed the Buyer’s unconditional and irrevocable agreement to these General Sales Terms and Conditions and the waiver of the Buyer’s own purchase terms and conditions or any other similar document.

1.4 The Proposal may be subject to alteration and withdrawal by written notice of Gemalto to the Buyer at any time until a contract arising there from (the “Contract”) has been executed in writing by the Buyer’s and Gemalto’s duly empowered representatives.

1.5 If the Buyer accepts the Proposal with additions, modifications, qualifications or assumptions, such acceptance shall be considered a new offer by the Buyer. Any such new offer shall only be binding upon Gemalto if and to the extent it is accepted in writing by Gemalto. Whether the Order was preceded or not by a Proposal, the Contract shall not be deemed binding unless the Buyer has received written acceptance of the Order from Gemalto, both concerning the Order, and where applicable, the additions, modifications, qualifications or assumptions thereto (the “Order Acceptance”). In the event of a discrepancy between the Order and the Order Acceptance, the Order Acceptance shall prevail and determine the terms of the Contract. No Order may be canceled or modified after the date of issuance of the Order Acceptance, except with the prior written approval of Gemalto and provided that all costs resulting there from shall be borne by the Buyer.

1.6 The Contract shall consist of:
   • an agreement signed by both Parties and/or the Order and its Order Acceptance agreed upon by both Parties, including, as the case may be, any complementary specific and/or special conditions of sale;
   • these General Sales Terms and Conditions, which form an integral part of the Contract.

1.7 The Contract constitutes the entire agreement between the Parties with respect to its subject matter and supersedes all prior agreements and understandings (whether oral, in writing or any other form) between the Parties.

2. DOCUMENTATION

2.1 The weight, dimensions, size, performance and other documentation relating to the Products provided for in the technical or commercial documentation (the “Documentation”) of Gemalto are of an indicative nature only and are not contractually binding unless expressly indicated so by Gemalto in the Order Acceptance and / or provided in the Contract.

2.2 The Documentation provided to the Buyer remains the exclusive property of Gemalto and may not be communicated, copied or reproduced by the Buyer without the prior written authorization of Gemalto.

2.3 Subject to the terms of the Contract, the Buyer is granted a non-exclusive, non-transferable and non-assignable right to use the Documentation. The Buyer agrees to limit access to the Documentation to those employees who require such access in order to use the Products. The Buyer will not make available or disclose any information concerning the Documentation to any other person without the prior written consent of Gemalto. The obligations expressed in this provision shall remain binding upon the Buyer even after completion or termination of the Contract. The Buyer shall take all the same precautions to maintain the confidentiality of the Documentation as those employed to protect its own proprietary information.

3. TERMS OF SALE

3.1 The minimum quantity of any Order or Contract shall be of 200 Products (’000 in case of cards) and the minimum price for a batch of any given Product to be delivered under any Order or Contract shall be two thousand Euros (EUR 2,000).

3.2 Unless otherwise agreed in writing, all sales of the Products between the Parties are deemed concluded “FCA” as further specified in the Order Acceptance and / or the Contract.

3.3 The term “FCA” or any other term used to define the terms of sale provided for in the Contract shall be interpreted in accordance with the INCOTERMS® 2020 published by the International Chamber of Commerce.

3.4 The carrying out of operations at the request of the Buyer by Gemalto other than those required by the terms of sale established by the Contract shall in no way modify either the type of sale nor the content of the Contract: the request of the Buyer to carry out such operations necessarily implies that Gemalto will act in the name of and on behalf of the Buyer. Such operations and the resulting costs will be invoiced separately to the Buyer who agrees to pay Gemalto upon receipt of the relevant invoice. In any case, the carrying out of such operations by Gemalto shall have a direct link with the Contract.

4. DELIVERY

4.1 Except in the event of provisions to the contrary included in the Order Acceptance and / or the Contract or otherwise agreed in writing, the delivery schedule shall be calculated from the last of the following dates:
   - Receipt by Gemalto of all the information and data necessary for the fulfillment of the Order;
   - accordance with Section 7.1 below, implementation of the financing, upon:
     - Receipt by Gemalto of a down payment for the Order, and, as the case may be,
     - Notification to Gemalto of the opening of the Documentary Credit and acceptance of its terms by Gemalto,
   - Obtaining of any license or other official authorization necessary for the import or export of the Products.

4.2 Prior to delivery, the Products will be preserved, packaged or crated in accordance with Gemalto’ usual standards.

4.3 The Products delivered in accordance with an Order are definitively transferred and may not be either returned or exchanged except in the event of a provision to the contrary.

4.4 Gemalto reserves the right to make partial and/or anticipated deliveries with partial invoicing for the relevant amount. In particular, Gemalto reserves the right, for any given Order or Contract, to deliver quantities that may differ from the quantity
ordered by the Buyer by up to ten percent (10%), more or less and the Buyer undertakes to pay the price corresponding to the quantity of Products effectively delivered by Gemalto within that tolerance.

4.5 For each Order of cards products, primary colors will be created by Gemalto and printed on the cards products on the basis of the proof (i.e. the initial reproduction of the artwork of the concerned cards sent by Gemalto to the Buyer in electronic or paper format) signed by the Buyer. All other colors will be created and printed on the basis of the pantone colors chart available in each Gemalto production site. The difference between on the one hand, for the primary colors the proof and for the other colors the pantone colors chart, and on the other hand the colors printed on the card products shall be measured with a spectrophotometer and will not exceed +/- 3.5 in the CIE 94 colorimetric space (2.1.1) D65/10 or D50/2 depending on the card product type.

4.6 Should the delivery of the Products or any part thereof be postponed either at Buyer’s request or for any reason not attributable to Gemalto, Gemalto shall be entitled to store the Products or any part thereof at Buyer’s risks and expenses and to issue the corresponding invoice. The date of storage shall be deemed to be the date of delivery. In such a case, Gemalto shall issue and sign a warehouse certificate discharging Gemalto of all liabilities incurred in connection with such storage.

5. TRANSFER OF RISKS AND TITLE

5.1 Risks in the Products shall pass to the Buyer at the time of delivery as per the applicable INCOTERM.

5.2 Title to the Products shall vest in the Buyer at the time of delivery as per the applicable INCOTERM.

6. PRICE

6.1 Unless stated otherwise in the Order Acceptance, the prices for the Products as per the Proposal and Order Acceptance of Gemalto are fixed and firm for the Contract performance according to the terms and conditions herein contained.

6.2 The prices set forth hereunder are quoted in Euro, which shall be the invoicing and payment currency.

6.3 All prices of Products and/or parts thereof to be delivered by Gemalto, under the Contract are to be understood “FCA”, as further specified in the Order Acceptance and/or the Contract according to the INCOTERMS® 2020.

6.4 Without prejudice to the above-mentioned INCOTERMS, all prices hereunder are exclusive of all taxes, customs duties, levies and other charges whatsoever which shall be at the exclusive charge of the Buyer.

6.5 Except in the event of provisions to the contrary included in the Order Acceptance, all prices are valid for thirty (30) days starting with their date of issuance, unless extended by Gemalto by written notice to the Buyer.

7. INVOICING AND PAYMENT

7.1 Unless stated otherwise in the Order Acceptance, the price of the Contract shall be payable in Euros in accordance with the following terms:

7.1.1 Within the limit of a total open credit of 30'000 Euros:

- Down payment: Buyer shall pay Gemalto an amount equal to thirty percent (30%) of the Contract price against presentation by Gemalto of a proforma invoice for the amount mentioned here above; said down payment shall constitute a condition precedent to the coming into force of the Contract and shall be paid by direct bank transfer.
- Balance of the price: all payments shall be made through direct bank transfer within thirty (30) days from the date of issuance by Gemalto of the relevant invoice.

7.1.2 For any open credit above 30'000 Euros:

- Down payment: Buyer shall pay Gemalto an amount equal to thirty percent (30%) of the Contract price against presentation by Gemalto of a proforma invoice for the amount mentioned here above; said down payment shall constitute a condition precedent to the coming into force of the Contract and shall be paid by direct bank transfer.
- Balance of the price: depending on the credit risk check, payments shall be made, at Gemalto’s option, either through:
  - direct bank transfer before the date of shipment;
  - an irrevocable and confirmed Documentary Credit governed by the UCP 600 of the International Chamber of Commerce, allowing partial shipments, payable at thirty (30) days from the date of the Air Way Bill. The said Documentary Credit shall be opened at the Buyer’s expense by a first class bank according to the terms of a draft prepared by Gemalto.

7.2 Early payment shall not result in the granting of any reduction in the price by Gemalto.

7.3 In the event Buyer fails to make any payment on the due date then, without prejudice to any other right or remedy available to Gemalto, Gemalto may, at its option either, (i) postpone the fulfillment of its own obligations until full payment of the sums due for the principal; (ii) charge Buyer interest on the amount unpaid, by applying per half year, for the first semester of the relevant year, the bid interest rate of the European Central Bank in force as of the 1st of January of the said year and the one in force as of the 1st of July for the second semester of the said year, increased by ten (10) percentage points, until payment is made in full (a part of a month being treated as a full month) plus a lump sum fee of forty (40) Euros for collection costs; (iii) terminate the Contract upon expiry of a seven calendar (7) day written notice of Gemalto to the Buyer which has remained without effect.

7.4 In the event of a payment delay by the Buyer, Gemalto may also require for any new delivery (regardless of the conditions that may have been agreed), payment prior to shipment or suspend or cancel the Contract or any pending Order without incurring any liabilities whatsoever.

7.5 Gemalto reserves the right to establish, at any time, a limit for outstanding credit in favor of the Buyer, and adapt the applicable payment periods accordingly.

7.6 No discount will be accepted for down payments except in case of prior written consent between the Parties.

7.7 Payments made hereunder are non-refundable.

8. ACCEPTANCE TESTING

8.1 If an acceptance testing procedure is provided for in the Contract, an acceptance testing shall be carried out, after completion of manufacture and before delivery of the Products, at the premises of Gemalto, within a maximum period of fifteen (15) calendar days from the date of issuance of the written notice for acceptance testing sent by Gemalto. Any acceptance testing will be at the expense of the Buyer and performed in accordance with the Gemalto standard testing procedures then in force.

8.2 The Buyer shall have the right to attend the acceptance testing subject to written notification to Gemalto of the names and biodata of its representatives at least three (3) calendar days prior to the above-mentioned anticipated date. Failure of the
Buyer to attend shall not delay or prevent the performance of such acceptance testing. Gemalto may subsequently carry out the acceptance testing, in accordance with Section 8.1, the terms of which will thereafter be deemed completed.

8.3 Upon completion of the acceptance testing, Gemalto shall issue, sign and submit to the Buyer’s signature a report, which shall be sent to the Buyer no later than five (5) calendar days following its submission. Should the Buyer refuse to sign the said report, the Buyer shall so notify Gemalto in writing by substantially the non-conformities within the same five (5) day period of time. Should the Buyer fail to sign the report without notifying Gemalto as per above, the report signed by Gemalto shall then have the same value and effect as if both Parties had signed it.

8.4 Non-conformities evidenced during the acceptance testing shall be made good by Gemalto within a reasonable time. Non-conformities not affecting the functional characteristics of the Products shall not constitute a ground for rejection thereof. Such non-conformities shall be corrected by Gemalto before delivery.

8.5 Any and all costs incurred pursuant to inspections, and the lodging and travelling expenses of the Buyer’s representative shall be borne by the Buyer.

9. WARRANTY

9.1 Gemalto hereby warrants the Products to be free from defects in materials and workmanship under normal use and service according to all hardware and/or software specifications related to the Product, authored and provided by Gemalto, for a period of twelve (12) months from the date of delivery. The Buyer shall notify Gemalto of the defects in writing within seven (7) calendar days after the defects are discovered, and the notice shall thoroughly describe the conditions under which the defect has arisen in order to facilitate the diagnosis of the defect. If the Products are defective, the defects of the Products returned by the Buyer will be made good at Gemalto’s expense by repair or replacement at Gemalto’s option. The property of the defective Products shall pass to Gemalto upon delivery of the replacement. Transportation and insurance costs for defective parts returned to Gemalto shall be at the Buyer’s charge and transportation and insurance costs for parts replaced or repaired by Gemalto shall be at Gemalto’s charge. For the Products which have been replaced or repaired by Gemalto hereunder, Gemalto shall have the same liability as set out in this Section 9.1. The Products are provided “as is” and Gemalto warrants hereunder is strictly limited to the repair or replacement of defective parts. This warranty shall apply only in as much as the Products have been used and maintained in compliance with Gemalto’s instructions for use. This warranty shall not apply to consumable and extendible items (such as batteries, fuses, etc.) and to defects arising from or connected with Buyer’s failure to operate or maintain the Products in accordance with Gemalto’s specifications and documentation and generally with standard practices of product operations and shall not be applicable to defects arising from or connected with (i) any combination of the Products with other systems, material, programs or other equipment, (ii) any unauthorized or unauthorized modification of the Products performed by others but recommended by Gemalto, (iii) or any accident, vandalism, negligence or handling errors causing damage to the Products or normal wear and tear or (iv) or defective installation, maintenance or storage or (v) technical maintenance or interventions on the Products other than those deemed necessary by Gemalto. For Products resold as is and components that Gemalto purchases from suppliers, Gemalto’s warranty is strictly limited to the terms granted to Gemalto by its suppliers.

9.2 Gemalto does not and shall not warrant that the Products will be resistant to all possible attacks and shall not incur, and disclaims, any liability in this respect. Even if each Product is compliant with current security standards in force on the date of their design, Gemalto does not represent or warrant that the Products conform to the state of the art in electronic security mechanisms at the time they were made and the Buyer acknowledges that the resistance of the security mechanisms necessarily evolves according to the state of the art in security and notably under the emergence of new attacks. Under no circumstances, shall Gemalto be held liable for any third party actions or claims and, in particular, in case of any successful attack against systems or systems incorporating the Products. Buyer is deemed to have provided and is responsible for all designs, plans, data, etc., personalized data, electronic security mechanisms and architecture, and specifications with respect to Products (collectively, “Designs”). If, at Buyer’s request or otherwise, Gemalto makes suggestions with respect to the Designs, Buyer will be responsible for analyzing the same and determining whether or not to incorporate them into the Products. Buyer represents and warrants that by placing an order for the Products (a) it relies on its own knowledge and judgment in the design and use of the Products as well as the electronic security mechanism and/or architecture installed in the Products, and (b) it has read, understood and accepted the electronic security mechanisms and/or architecture offered by the Products. Gemalto shall not be liable in any manner whatsoever with respect to failure of, or attack on the electronic security mechanisms and/or architecture of the Products.

9.3 That warranty in the clause and the rights and remedies of the Buyer hereunder are exclusive and in lieu of and the Buyer hereby waives any other warranties, rights or remedies whether statutory, express or implied arising by law or otherwise with respect to any defects in or failures of the Products. In particular, Gemalto does not warrant that the Products will be resistant to any and all possible efforts to defeat or disable its functions, including its security mechanisms, and Gemalto shall not incur, and disclaims, any liability in this respect.

10. LIABILITY

10.1 To the maximum extent permitted by applicable law and with respect to any damages, losses or costs arising out of or related to the Contract, Gemalto or its suppliers, agents or distributors shall not be, in any case whatsoever, liable to the Buyer, its officers, agents, employees, successors and/or assigns for any indirect, special, consequential or incidental damages of whatsoever kind or nature, nor for any loss, cost, damage, loss of revenue, loss of profit, income, revenue, loss of use, production or anticipated savings, loss of business, contracts or commercial opportunities, loss or damage to goodwill or reputation, or any loss or corruption of any data, database or software incurred or suffered by the Buyer and/or any third party resulting from a defect, infringement or alleged infringement, an incident, the failure of the Products or any failure to perform according to the Contract even if Gemalto has been advised of the possibility of such damages; losses or costs. The Buyer shall defend, indemnify, and hold Gemalto harmless from and against any claim based on any such damages, losses or costs. Under no circumstances shall Gemalto be liable to the Buyer for any damages, losses or costs resulting from or arising out of any illegal and/or fraudulent use of the Products by the Buyer, any third party or the end-user. Any action against Gemalto must be brought within no later than twelve (12) months after the cause of action arises.

10.2 The aggregate liability of Gemalto or its suppliers, agents or distributors in connection therewith shall not exceed either (i) the price of the Order giving rise to the claim or (ii) the total price actually paid to Gemalto under the Contract during the six (6) months preceding the event leading to the claim for damages by the Buyer, whichever is smaller. This limitation of liability shall apply regardless of the form of action, whether in contract or in tort (including negligence) or based on a warranty.

10.3 Buyer acknowledges that using or selling Products in devices or systems where malfunction may result in personal injury, death, damage to property or the environment is at its own risk and agrees to indemnify and hold Gemalto harmless from all loss, expense and damages (including reasonable attorney’s fees) which may be incurred by Gemalto as a result of any claims
or actions resulting from damages caused by the use of the Product in such devices or systems by Buyer or any party to whom
the Buyer has directly or indirectly supplied the Product

11.  FORCE MAJEURE

11.1 Neither Party shall be liable or responsible for any failure or any delay to fulfill any of its obligation hereunder, nor be deemed
to have defaulted under or breached this Contract, for any failure or delay in fulfilling or performing any term of this Contract
(except for any obligations to make payments to the other Party under this Contract) for the duration of such Force Majeure
Event and for 90 days thereafter, when and to the extent such failure or delay is caused by or results from a Force Majeure
Event.

11.2 The Party experiencing a Force Majeure event shall promptly notify the other Party of the inability to perform its obligations
under this Contract resulting from Force Majeure (“Force Majeure Declaration”). If as a result of Force Majeure, the
performance by either Party of its obligations under this Contract is only partially affected, such Party shall nevertheless remain
liable for the performance of those obligations not affected by Force Majeure.

11.3 If Force Majeure continues for a period of more than ninety (90) consecutive calendar days from the date of the Force Majeure
Declaration and has prevented either of the Parties from performing its obligations in whole or in part during that period, then
the other Party shall be entitled to terminate the Contract either in whole or in part forthwith by written notice to said Party. The
notice to terminate must specify the termination date, which must be not less than thirty (30) days after the date on which the
notice to terminate is given. Once a notice to terminate has been validly given, this Contract will terminate on the termination
date set out in the notice. Each Party shall bear its own costs incurred by the Force Majeure.

11.4 “Force Majeure” means acts beyond the affected Party’s reasonable control, including, without limitation: acts of God, fire,
flood, earthquake, windstorm or other natural disaster, war, threat of or preparation for war, armed conflict, imposition of
sanctions, embargo, breaking off of diplomatic relations or similar actions on similar scale, civil war, civil commotion or riots,
border or customs closure; nuclear, chemical or biological contamination or sonic boom; epidemic or pandemic; voluntary or
mandatory compliance with any law (including a failure to grant any license or consent needed or any change in the law or
interpretation of the law); explosion or accidental damage; extreme adverse weather conditions, sonic boom and meteor
shower; collapse of building structures, failure of plant machinery, machinery, computers or vehicles; any labor dispute,
including but not limited to strikes, industrial action or lockouts; non-performance by suppliers or subcontractors (other than by
companies in the same group as the party seeking to rely on this clause); and interruption or failure of utility service, including
but not limited to electric power, gas or water.

12.  EXPORT CONTROL

12.1 Should the Products be subject to export restrictions, the Buyer hereby undertakes to fully comply with all relevant export
administration and control laws and regulations so as to ensure that the Products are not, directly or indirectly, exported in
violation of the French law or imported in violation of the applicable foreign law. Buyer shall therefore not sell, lend or deliver
to any third party, under any conditions whatsoever, with or without compensation, temporarily or permanently, the Products
(including supplies and spares delivered in connection with the after sales support), documentation, operating manuals and
information in any way whatsoever related to the Products, without the prior written consent of Gemalto and/or the relevant
competent authorities.

12.2 The Parties acknowledge that the subject matter of the Contract may fall within the scope of the provisions set forth by the
Wassenaar Arrangements or any successor, substitute or additional body regulating sensitive technologies. Should
performance of the Contract legally be prevented by the regulators of the Wassenaar Arrangements or any such other body,
such prevention shall be considered as a case of Force Majeure. Gemalto shall not be liable to Buyer for any damages resulting
from the non-performance of the Contract as a result of the application of any such provisions.

13  INTELLECTUAL PROPERTY, CONFIDENTIALITY AND INFRINGEMENT

13.1 The information and data (the “Information”) contained in any document or support of information supplied by Gemalto under
the Proposal or the Contract shall remain Gemalto ’ exclusive property along with all intellectual property rights (including but
not limited to patent rights, copyrights, trademarks, designs) attached thereto. Therefore, no right, title or interest is transferred
to the Buyer by the Contract in the names, trademarks, trade secrets, patents, pending patents, expertise, copyright and other
intellectual property rights relating to the Products. In particular, to the extent that software is embedded in a Product, the sale
of such Product shall not constitute the transfer of ownership rights or title in such software to Buyer, but, subject to the
provisions set forth herein, shall only imply a non-exclusive and non-transferable license to Buyer under Gemalto ’ intellectual
property rights incorporated in the Products (i) to use such software in conjunction with and as embedded in the Products as
supplied by Gemalto , and (ii) to use such Product in or in conjunction with products of Buyer. Except if explicitly otherwise
provided in this Article 13, Buyer shall not be granted any license, either directly or indirectly, by implication, estoppel, or
otherwise, to any patent, trade secret, copyright and/or any other intellectual property right of Gemalto . The Buyer shall not
make any use of the Information other than for the purpose of the Contract or, as the case may be, installing, operating and/or
maintaining the Products. Gemalto retains and shall retain full ownership of all inventions, designs and processes made prior
to or during the course of performance of any Contract resulting therefrom.

13.2 The Buyer shall keep the Information in strict confidence and shall not disclose any of the Information to any other person
than the Buyer’s employees who need to know such Information for the purposes stated in Section 13.1. Any other disclosure
shall be subject to Gemalto ’ prior written approval.

13.3 Subject to Section 10, Gemalto shall indemnify the Buyer against any and all claims, costs, expenses or liability directly
arising out of the alleged infringement or infringement of patent, copyright, trade secret rights in the Buyers’ country as a
consequence of the use by the Buyer of the Products in accordance with their technical specifications, provided that the Buyer
shall promptly notify Gemalto in writing of any claim, that no claim may be made after a period of three (3) years from the
date of delivery of the Product giving rise to the claim, that the Buyer shall provide all information and assistance required by
Gemalto concerning the claim or action, that the Buyer shall give Gemalto the opportunity to defend and settle under the
responsibility of Gemalto for any lawsuit in this respect and that the Buyer shall refrain from making any admission, declaration or arrangement with the third party raising such claims.

The foregoing obligations to indemnify the Buyer shall not apply to Gemalto for Products for which Gemalto has not obtained a similar warranty from its supplier(s) and shall not apply either to Gemalto for any alleged infringement or infringement that is due to or based upon (a) the association or combination of the Products with any other article, software, hardware, apparatus or device, and/or (b) any alteration or modification of the Products which is not made by Gemalto or which is based upon a design supplied by the Buyer.

13.4 Should a court or an arbitrator finally establish that there has been a patent infringement or should Gemalto consider that the Products could be the subject of a claim or suit for infringement, Gemalto may choose, at its option, either:
- to obtain the right for the Buyer to continue using the Products, and/or
- to substitute equivalent products for the infringing Products, and/or
- to modify infringing Products so as to eliminate the infringement.

13.5 The foregoing states the entire liability and warranty of Gemalto with respect to the infringement of any patent, copyright, trademark or trade secret or of any intellectual property right by the Products or any part thereof.

13.6 The Buyer on its part warrants that any design and/or instructions furnished or given by it shall not be such as will cause Gemalto to infringe any intellectual property rights in the performance of the Contract. The Buyer shall, in this respect, hold harmless and protect Gemalto in the same way as provided under Sections 13.3 and 13.4.

14. DATA PROTECTION (as may be applicable)

14.1 The parties shall comply with their respective obligations under data protection regulations (including the European Regulation 2016/679 relating to the processing of Personal data (GDPR)) that apply in the context of the performance of this Contract.

With respect to the personal data made available by the Buyer to Gemalto under the Contract, the Buyer shall act as a data controller and Gemalto shall process personal data only on behalf of the Buyer. Acting as data processor, Gemalto shall be processing the Buyer personal data according to the Buyer documented instructions as further described in the orders and for no other purposes than the ones expressly defined and approved by the Buyer, unless required to do so by European Union or Member State law to which Gemalto is subject. In such a case, Gemalto shall inform the Buyer of that legal requirement before processing, unless that law prohibits such information on important grounds of public interest.

Gemalto shall ensure that it has in place appropriate technical and organizational measures designed to ensure an appropriate level of security of the Buyer personal data in accordance with article 32 of the GDPR.

If relevant, the Parties mutually agree on a form describing the processing activities under the template provided by Gemalto.

In addition, Gemalto shall:

- ensure that persons authorized to carry out processing of Buyer personal data are committed to confidentiality obligations and commit to have its sub-processors comply with the same obligations as the one defined hereunder;
- assist Buyer, at Buyer’s costs, by appropriate technical and organizational measures, insofar as this is possible, taking into account the nature of the processing activities, for the fulfillment of Buyer’s obligations to respond to requests for exercising the data subjects’ rights laid down in the applicable data protection legislation;
- immediately inform Buyer in writing if it believes that Buyer’s instructions with respect to the processing of Buyer personal data infringes any applicable data protection legislation;
- make available to Buyer, at Buyer’s costs, all information necessary to demonstrate compliance with the obligations set out in article 28 of the GDPR and, upon two (2) weeks prior advance notice to Gemalto, allow for and contribute to audits, including inspections, conducted by Gemalto or by another auditor appointed by Buyer or another auditor mandated by Buyer;
- taking into account the nature of the processing activities and the information available to Gemalto, assist Buyer, at Buyer’s costs, in ensuring compliance with the obligations as set out in articles 32 to 36 of the GDPR;
- at the end of the Contract, Gemalto shall, at the choice of Buyer, delete or return to Buyer all Buyer personal data and destroy existing copies unless otherwise required by applicable laws;
- not transfer Buyer personal data out of the European Economic Area without Buyer prior express consent; and
- notify Buyer without undue delay after becoming aware of a personal data breach.

Buyer hereby gives a general authorization to Gemalto to share Buyer personal data with sub-processors, it being understood that Gemalto shall inform Buyer of any changes of sub-processors, thereby giving Buyer the opportunity to object to such changes in writing, for legitimate reasons and within thirty (30) calendar days following receipt of Gemalto’s notice. Gemalto shall remain fully liable to Buyer for the performance of the sub-processors’ obligations.

14.2 (to the extend applicable to SIM and eSIM cards) - Retention period: Pursuant to the personal data protection program (detailed on our website: https://www.gemalto.com/companyinfo/privacy-policy), Gemalto retains the input files for a period of four (4) months and the output file for a period of seven (7) months from the date of delivery of the Files (input and output files) to Buyer via the Allynis Connect highly secure data exchange solution (collectively referred to as the ‘Gemalto Retention Period’). The retention of the Files is subject to the “Retention Rules for Output and Input Files” available on Gemalto web site: https://www.gemalto.com/companyinfo/site/Documents/UICC-production-gemalto-retention-rules.pdf (The “Retention Terms”). The Retention Terms are incorporated by reference into these General Sales Terms and Conditions and above URL link provides specific, direct instructions on how to access the Retention Terms on the website www.gemalto.com. The Retention Terms are subject to change, and the Retention Terms in effect at the time of each new order or delivery shall be those on the above identified website at the time of such order or delivery.

15 WASTE OF ELECTRICAL AND ELECTRONIC EQUIPMENT

15.1 Pursuant to the Directive 2002/96/CE on waste electrical and electronic equipment (WEEE), to the Directive 2002/95/CE on restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS), and to the applicable national transposition legislation and/or regulations, the financing of the management of WEEE may be transferred from the manufacturer to the users.
15.2 Unless otherwise agreed in writing between the Parties, the Buyer hereby accepts such charge and shall therefore:

✓ Be responsible for financing the collection, treatment, recovery, recycling and environmentally sound disposal of (i) all WEEE arising or deriving from the Products and (ii) all WEEE arising or deriving from products already on the market as of August 13, 2005 where such products are to be replaced by the Products and such products are of an equivalent type or are fulfilling the same function as that of the Products;

✓ Comply with all additional obligations placed upon the users by the WEEE regulations by virtue of the Buyer accepting the responsibility set out in this Section 15.2.

15.3 The above-mentioned obligations shall be passed on by successive professional buyers to the final user of the EEE, always under the Buyer’s responsibility. Non compliance by the Buyer with the above-mentioned obligations may lead to the application of criminal sanctions, as laid down in the applicable national transposition legislation and/or regulations.

16. ANTICORRUPTION AND INFLUENCE PEDDLING

16.1 The Buyer shall always act in accordance with the national and foreign laws and regulations applicable to the prevention of risks of corruption and influence peddling and in particular French law n° 2016-1691 of 9 December 2016 relating to transparency fight against corruption and modernization of the economy (“Sapin II Law”).

16.2 Accordingly, Gemalto may have the possibility to proceed with an integrity assessment of all third parties with whom Gemalto intends to enter into or to continue a business relationship with. In the event that the due diligence performed by Gemalto on this basis is not satisfactory, Gemalto shall, without incurring payment of damages or indemnity to Buyer be entitled to unilaterally terminate this Contract. This termination shall be effective with immediate effect upon written notice to be sent to the Buyer and shall be without prejudice to any other remedies that may be available to Gemalto under applicable law.

16.3 Whether directly or through third parties, the Buyer shall not offer or promise any gift or advantage to a person, for himself or for others, with the purpose that this person abuses or because this person would have made illegitimate use of its real or supposed influence in order to obtain distinctions, jobs, contracts or any other favorable decision.

16.4 The Buyer shall not solicit or accept for itself any offer, promise, gift or advantage of any kind, to make illegitimate use of its influence for the purpose of making or obtaining any favorable decision.

16.5 The Buyer declares to have implemented a compliance program that meets the requirements of the Sapin II Law, insofar as the Buyer is subject to this requirement.

16.6 Any violation by the Buyer of any provision of this Article shall be deemed a material breach of its contractual obligations, entitling Thales either to suspend the Contract performance as long as the breach is not satisfactorily remedied or to terminate the Contract immediately and without prejudice to any other remedy for which it may be entitled under contractual and/or legal provisions.

17. APPLICABLE LAW AND SETTLEMENT OF DISPUTES

17.1 The Proposal and the Contract shall be governed by and shall be interpreted in accordance with the Laws of the Republic of South Africa with the exclusion of its conflict of law provisions.

17.2 In the event of any dispute arising out of or in connection with the present contract, the parties shall first refer the dispute to proceedings under the ICC Mediation Rules. If the dispute has not been settled pursuant to the said Rules within 60 days following the filing of a Request for Mediation or within such other period as the parties may agree in writing, such dispute shall thereafter be finally settled under the Rules of Arbitration of the ICC by one or more arbitrators appointed in accordance with the said Rules of Arbitration. The arbitration shall be held in Johannesburg and the proceedings shall be conducted in the English language.

18. ASSIGNMENT

Neither Gemalto nor Buyer shall, without the express prior written consent of the other Party (which consent shall not be unreasonably withheld) assign to any third party the Contract or any part thereof, except that Gemalto shall be entitled, without Buyer’s consent, to assign the Contract or any part thereof to (i) any affiliated company or to (ii) any third party in connection with a merger, the sale of substantially all of Gemalto’s assets or a change of control.

19. TERMINATION

19.1 Gemalto may terminate the Contract and/or its obligations hereunder at any time upon:

- Default by Buyer in the payment of any amount due to Gemalto hereunder;
- Buyer’s failure to pay any debt to Gemalto;
- Buyer’s bankruptcy, insolvency or receivership;
- Breach by the Buyer of the Article 16 “Anticorruption and influence peddling”;
- Any material default by the Buyer under the Contract not cured within fifteen (15) days of the date Gemalto notifies Buyer of such default.

19.2 The licenses granted under this Contract shall terminate immediately upon the termination of this Contract.

19.3 The Contract shall be firm and binding and may not be cancelled by Buyer except with and upon Gemalto’s prior written consent.