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SEO SERVICE AGREEMENT

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THIS AGREEMENT is made the

BETWEEN:

- (1) <<Name of Service Provider>> incorporated in <<Country of Registration>> under number <<Company Registration Number>> [whose registered office is at] **OR** [of] <<insert Address>> ("the Provider")
- (2) <<Name of Client>> [a company incorporated in <<Country of Registration>> under number <<Company Registration Number>> whose registered office is at] **OR** [of] <<insert Address>> ("the Client")

WHEREAS:

- (1) The Service Provider is engaged in the business of providing search engine optimisation services.
- (2) The Client wishes to engage the Service Provider to enhance the search engine optimisation of the Website.
- (3) The Service Provider hereby agrees to provide SEO Services to the Client subject to the terms and conditions of this Agreement.

IT IS AGREED as follows:

1. **Definitions and Interpretation**

1.1 In this Agreement, unless otherwise requires, the following expressions have the following meanings:

**"Brand Guidelines"** means the Client's brand guidelines, as attached to Schedule 5

**"Business Day"** means any day (other than Saturday or Sunday) on which the Client's banks are open for their full range of banking services at <<insert location>>;

**"Client Materials"** means all content supplied by the Client to the Service Provider from time to time as required for the Service Provider in order to supply the SEO Services;

**"Confidential Information"** means information disclosed to either Party, information which is confidential to that Party by the other Party in connection with this Agreement or in writing or any other medium, whether or not the information is expressly identified as confidential or marked as such);

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**“Data Protection Legisla**

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...le legislation in force from time to time in the United Kingdom applicable to data protection including, but not limited to, the retained EU law version of the General Data Protection Regulation ((EU) 2016/679) which forms part of the law of England and Wales, Scotland, and Northern Ireland by virtue of the European Union (Withdrawal) Act 2018 (and any amendments thereunder); and the Privacy and Electronic Communications Regulations 2003 as

**“Deliverables”**

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...erables described in Schedule 3 to be supplied by the Service Provider to the Client in connection with the SEO Services;

**“Designated Search Eng**

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...h engines on which the Service Provider will perform the SEO Services as specified in Schedule 3;

**“Fees”**

...payable to the Service Provider in connection with the SEO Services in accordance with the terms and conditions detailed in Schedule 4;

**“Intellectual Property Ri**

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...nd all rights in any patents, trade marks, registered designs, and other intellectual property rights to apply for any of those rights in connection with business and company names, domain names and e-mail addresses, and other marks and service marks, and any other rights, know-how, rights in connection with the SEO Services;

...cences, consents, orders, statutes or regulations in connection with a right in paragraph (a);

...ame or similar effect or nature as the rights in paragraphs (a) and (b) which now or hereafter subsist; and

...e for past infringements of any of the rights in paragraphs (a) and (b);

**“SEO Services”**

L

...n engine optimisation services to be provided by the Service Provider in accordance with the terms and conditions of this Agreement, as set out in Schedule 1;

**“Service Levels”**

...d results which shall be achieved in connection with the SEO Services as set out in Clause 10;

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“Service Provider Mater

all content developed or licensed by the Service Provider at any relation to the Service Provider’s the Service Provider’s clients not specifically created for the SEO Services to the Client;

“Term”

of this Agreement, as specified in ing an initial Term which may be sequent Terms as agreed between

“Website”

s website, <<insert URL>>, upon e Provider shall provide the SEO

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1.2 Unless the context o

reference in this Agreement to:

1.2.1 “writing”, an communicat similar mean

tion, includes a reference to any nic or facsimile transmission or

1.2.2 a statute or provision as

e is a reference to that statute or at the relevant time;

1.2.3 “this Agree Schedules a

this Agreement and each of the nted at the relevant time;

1.2.4 a Schedule i

ement; and

1.2.5 a Clause or (other than t

ce to a Clause of this Agreement graph of the relevant Schedule.

1.2.6 a "Party" or t

parties to this Agreement.

1.3 The headings used no effect upon the i

r convenience only and shall have ement.

1.4 Words imparting the

clude the plural and vice versa.

1.5 References to any g

other gender.

1.6 References to perso

tions.

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2. Term of Agreement

2.1 This Agreement sha force for an initial provisions of Clause

insert date>> and shall continue in >> from that date, subject to the

2.2 On agreement bet renewed or extend duration of which sh

Term of this Agreement may be s [of <<insert period>>] OR [, the he Parties at the time of renewal].

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3. The SEO Services

3.1 The Service Provi accordance with th Schedule 1. The endeavours to ens

SEO Services to the Client in greement and in particular, with use all commercially reasonable the SEO Services results in the

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meeting of the relevant  
and in achieving  
rankings and promi

set out in Clause 4 and Schedule 2  
of enhancing and optimising the  
the Designated Search Engines.

3.2 The Service Provider  
in the event of any  
Client prior to taking

comply with the Brand Guidelines and  
compliance therewith shall refer to the

3.3 The Client understands

acknowledges the following:

3.3.1 The times  
Designated  
thus not guaranteed  
change, imm

to appear and/or change on the  
primary and the Service Provider can  
will appear, or that its position will  
Designated Search Engines.

3.3.2 The Service  
has no control  
such as the  
negative impact  
Provider shall  
established

search engines and in particular  
Search Engines changing factors  
and policies which may have a  
the Website, however the Service  
to meet the traffic thresholds

3.3.3 The Service  
on the Website  
from any action  
the Service  
Clause 20.2  
the Website.

responsibility for any negative impact  
incoming or internet traffic which results  
the part of the Client or [(subject to  
contract its obligations under sub-  
g, but not limited to, alterations to

3.3.4 The Service  
result in the  
results on an

warrantee that the SEO Services will  
for remaining in the top 10 search  
engine.

4. **Service Levels**

4.1 The Parties have agreed  
interval specified in  
meet or exceed the

as set out in Schedule 2. At each  
internet traffic to the Website shall  
be met therein.

4.2 Subject to the exception  
Service Levels are  
specified in Schedule  
Services to the value  
compensate for the  
performance received

Clause 4.4, if on any occasion the  
be entitled to a Service Credit as  
shall be entitled to additional SEO  
no additional cost to the Client to  
Service Levels and consequent lower

4.3 The Parties hereby  
interest in achieving  
[Service Credit as  
[additional SEO Services  
4.2 provided in order  
remedy.

Client has a legitimate commercial  
interest in achieving the  
Service Levels and that allowance of the  
to meet the Service Levels] OR  
the sum stated above in sub-Clause  
Levels] is a fair and reasonable

4.4 In the event that the  
period of <<insert  
occasions], the Client  
accordance with sub

to meet the Service Levels [for a  
<<insert number>> [consecutive]  
to terminate this Agreement in

4.5 The Service Provider  
Service Levels or f

responsible for any failure to meet the  
on the position of the Website in

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Designated Search

results from:

4.5.1 Changes to  
and agreem

the Client without prior consultation  
ider;

4.5.2 Changes to  
consultation  
any sub-con  
Clause 20.2)

by third parties without prior  
e Service Provider [, not including  
the Service Provider under sub-

4.5.3 Failure or de  
obligations s

to comply with any of the Client's

4.5.4 <<Insert fur  
required, e.g  
or third parti

to the Client or third parties as  
ord campaigns made by the Client

4.5.5 Events beyo  
under Claus

s reasonable control as described

5. **Client's Obligations**

5.1 The Client shall sup  
as may be required  
the SEO Services.

with all necessary Client Materials  
ble the Service Provider to provide

5.2 The Client shall be  
order to enable the  
relevant activities at

llowing access and permissions in  
vide the SEO Services (insofar as  
e SEO Services):

5.2.1 Administrativ  
as applicabl

(or to the relevant part(s) thereof,

5.2.2 Administrativ  
not limited t  
and social m

ervices and accounts including, but  
analytics, pay-per-click marketing,  
ffic services, accounts etc.>>];

5.2.3 Consent to r

bsite and its content;

5.2.4 Consent to  
associated v

with any relevant third parties

5.2.5 <<Insert add

missions as required>>.

5.3 The Service Prov  
authorisation before  
Client shall provide  
Business Days of  
Provider will not be  
corresponding dela  
Clause 4.5.3) resu  
approval or authoris

o time require approval and/or  
providing the SEO Services. The  
prisation within <<insert period>>  
request or materials. The Service  
elay to the SEO Services or any  
e Service Levels (as under sub-  
failure or delay to provide such

6. **Fees and Payment**

6.1 The Client shall pay  
provisions of Sched

e Provider in accordance with the

6.2 All Fees payable un  
arrears.

be payable on a monthly basis, in

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6.3 The Service Provider shall be responsible for Fees due in accordance with the provisions of Schedule 1.

6.4 All payments required by this Agreement shall be due within <<insert period>> of the receipt of the relevant invoice.

6.5 All payments required by this Agreement shall be made in <<insert currency>> to such bank in <<insert location>> as nominated by the receiving Party. Payment shall be in full, unless otherwise stipulated, and, subject to sub-Clause 6.9, without any set-off or deduction except such amount (if any) which is lawfully withheld by law.

6.6 Where any payment is due on a day which is not a Business Day, it shall be due on the next following Business Day.

6.7 Without prejudice to the above, any sums which remain unpaid following the expiry of the period specified in sub-Clause 6.4 shall incur interest at the rate of <<insert rate>> per annum above the base lending rate of <<insert bank name>>. Interest shall accrue on a daily basis from the due date of the sum, or the actual date of payment of the overdue sum, whichever is the later. Any interest due shall be payable when payment of the sum is made.

6.8 The provisions of sub-Clause 6.7 shall apply if an invoice is disputed in good faith and interest shall not be payable on any relevant sum until after a dispute is resolved. Interest shall not be payable on any sum until after a dispute is resolved. Payment until the dispute is resolved shall be made in good faith and may withhold part of an invoice, to the extent of the disputed sum. If the Client wishes to dispute an invoice, it shall notify the Service Provider in writing of its reasons for the dispute. The Service Provider shall issue a credit to the Client for the disputed sum. If a dispute relates only to part of an invoice, the Service Provider shall issue a credit to the Client for the undisputed sum in accordance with sub-Clause 6.4 as if the dispute did not exist.

6.9 [Where a Service Charge is applicable, the equivalent sum shall be deducted from the amount payable immediately following the Service Charge Level.]

**OR**

6.9 [Where additional Services are due under sub-Clause 4.2, the equivalent sum shall be added to the value of £<<insert sum>> immediately following the Service Charge Level. Services and their value shall be added to the value of £<<insert sum>> immediately following the Service Provider's failure to meet the requirements of sub-Clause 4.2, however the sum invoiced for those Services shall not exceed the value of £<<insert sum>>.]

6.10 [Each Party shall:

6.10.1 Keep, or procure to be kept, such records and books of account as may be required by the other Party, the amount of any sums payable to or by that Party to be accurately calculated;

6.10.2 At the reasonable request of the other Party, allow that Party or its agent to inspect and copy such records and books of account and, to the extent necessary, to take copies of them; and

6.10.3 Within <<insert interval>> of the end of each <<insert interval>>, provide to the other Party an auditor's certificate as to the sums paid by that Party pursuant to this Agreement during the <<insert interval>>.]

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7. Intellectual Property Rights

- 7.1 All Intellectual Property Rights in the Deliverables shall be the property of the Client. The Service Provider hereby assigns all such Intellectual Property Rights to the Client, free from all third party rights and encumbrances.
- 7.2 The Service Provider shall execute and take any and all actions required to effect the assignment set out in this Clause, to document, obtain, maintain, or perfect the Client's Intellectual Property Rights.
- 7.3 The Service Provider and its subcontractors shall be held to, all of its agents, employees, and subcontractors, moral rights in respect of the Deliverables arising from the Copyright Designs and Patents Act 1988.
- 7.4 Where any Service Provider Materials are in any manner incorporated in the Deliverables such as to be treated as the Intellectual Property Rights subsisting therein shall remain the Intellectual Property of the Service Provider at all times. The Service Provider grants to the Client a non-exclusive, non-transferable, irrevocable, non-sublicensable licence to use such Service Provider Materials for the purposes of the Project in the same manner as they are provided under this Agreement.
- 7.5 Where any Service Provider Materials described under sub-Clause 7.4 incorporate material from third parties, the Service Provider shall procure the grant of the necessary licences to the Client from such third parties on the same terms as those granted to the Service Provider under sub-Clause 7.4.
- 7.6 Where any Client Materials are provided to the Service Provider, the Client hereby grants a limited, non-transferable, revocable, worldwide licence to the Service Provider to use such Client Materials solely for the purposes of, and in connection with, the Project and SEO Services.

in the Deliverables shall be the property of the Client. The Service Provider hereby assigns all such Intellectual Property Rights to the Client, free from all third party rights and encumbrances.

The Service Provider shall execute and take any and all actions required to effect the assignment set out in this Clause, to document, obtain, maintain, or perfect the Client's Intellectual Property Rights.

The Service Provider and its subcontractors shall be held to, all of its agents, employees, and subcontractors, moral rights in respect of the Deliverables arising from the Copyright Designs and Patents Act 1988.

Where any Service Provider Materials are in any manner incorporated in the Deliverables such as to be treated as the Intellectual Property Rights subsisting therein shall remain the Intellectual Property of the Service Provider at all times. The Service Provider grants to the Client a non-exclusive, non-transferable, irrevocable, non-sublicensable licence to use such Service Provider Materials for the purposes of the Project in the same manner as they are provided under this Agreement.

Where any Service Provider Materials described under sub-Clause 7.4 incorporate material from third parties, the Service Provider shall procure the grant of the necessary licences to the Client from such third parties on the same terms as those granted to the Service Provider under sub-Clause 7.4.

Where any Client Materials are provided to the Service Provider, the Client hereby grants a limited, non-transferable, revocable, worldwide licence to the Service Provider to use such Client Materials solely for the purposes of, and in connection with, the Project and SEO Services.

8. Indemnity

- 8.1 Subject to the provisions of Clause 8.3, in the event of any actions, proceedings, claims, damages, costs and expenses (including without prejudice to the general liability of the Client on a solicitor and own-client basis) against the Client arising from the use, possession and/or ownership of the Deliverables; the Service Provider shall indemnify the Client for the full amount of such damages, costs and expenses.
- 8.2 Subject to the provisions of Clause 8.3, in the event of any actions, proceedings, claims, damages, costs and expenses (including without prejudice to the general liability of the Service Provider on a solicitor and own-client basis) against the Service Provider arising from the use, possession and/or ownership of any Client Materials in accordance with this Agreement; the Client shall indemnify the Service Provider for the full amount of such damages, costs and expenses.
- 8.3 The indemnities set out in Clauses 8.1 and 8.2 shall apply only if:

Subject to the provisions of Clause 8.3, in the event of any actions, proceedings, claims, damages, costs and expenses (including without prejudice to the general liability of the Client on a solicitor and own-client basis) against the Client arising from the use, possession and/or ownership of the Deliverables; the Service Provider shall indemnify the Client for the full amount of such damages, costs and expenses.

Subject to the provisions of Clause 8.3, in the event of any actions, proceedings, claims, damages, costs and expenses (including without prejudice to the general liability of the Service Provider on a solicitor and own-client basis) against the Service Provider arising from the use, possession and/or ownership of any Client Materials in accordance with this Agreement; the Client shall indemnify the Service Provider for the full amount of such damages, costs and expenses.

The indemnities set out in Clauses 8.1 and 8.2 shall apply only if:



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8.3.1 The indemnifying Party immediately in writing upon demand or demand or

8.3.2 The indemnifying Party immediately in writing upon demand or demand or

8.3.3 The indemnifying Party immediately in writing upon demand or demand or

8.3.4 The indemnifying Party immediately in writing upon demand or demand or

8.3.5 The indemnifying Party immediately in writing upon demand or demand or

9. Warranties

9.1 The Service Provider warrants, and undertakes that:

9.1.1 It shall provide the SEO Services with all reasonable skill and care;

9.1.2 It shall neither create nor alter any content on any part of the Website, the access to or alteration of which is necessary for the purposes of providing the SEO Services;

9.1.3 It has the right to use any third party content (including, but not limited to, the Deliverables and, where relevant, any third party trademarks and all necessary consents and permissions) in accordance with this Agreement from third parties;

9.1.4 It will, at all times in connection with the SEO Services, abide by all applicable laws and relevant search engine terms of use;

9.1.5 It will, at all times in connection with the SEO Services comply with the Client's Brand Guidelines and not take any action (nor permit any third party to take any action) that is likely to damage the Client's name, reputation or goodwill; and

9.1.6 Where any Deliverables are provided in electronic form, they shall be free from any viruses, malware, spyware and other malicious code.

9.2 The Client hereby warrants, and undertakes that:

9.2.1 It has the right to use any third party content (including, but not limited to, the Client Materials and, where relevant, any third party trademarks and all consents and permissions) in accordance with this Agreement from third parties;

9.3 Each Party warrants, and undertakes that it has the necessary power and authority to enter into, and comply with, this Agreement.

10. Liability

10.1 This Clause 10 sets out the liability of the Parties (including employees, agents or subcontractors) to each other for any loss or damage (including, but not limited to, any use made by the Client of the SEO Services, any third party trademarks and all consents and permissions); and any representation, statement, or tortious act, including, but not limited to, negligence

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and breach of sta  
Agreement.

10.2 Subject to sub-Cla  
in contract, tort (in  
duty or misrepres  
business opportunit  
or information], or a  
may be suffered by  
Agreement.

10.3 Nothing in this Agre  
fraud or fraudulen  
misconduct, or for d

10.4 Nothing in this Ag  
under or in respect

10.5 Without prejudice to  
of either Party arisi  
contract, tort (includ  
misrepresentation o  
payable by the Clie  
of £<<insert sum>>

t of or in connection with this

shall be liable to the other, whether  
stitution, or for breach of statutory  
profit, loss of goodwill, loss of  
ing, [loss or corruption of any data  
consequential damage or loss that  
es out of or in connection with this

ility of either Party to the other for  
for deliberate default or wilful  
rising out of negligence.

r limit the liability of either Party  
provisions of Clause 8.

ses 10.2, or 10.3, the total liability  
n with this Agreement (whether in  
on, for breach of statutory duty or  
ited to 100% of the Fees paid or  
> preceding the claim, or the sum  
t.

11. Confidentiality

11.1 Each Party underta  
authorised in writin  
continuance of this  
termination:

11.1.1 keep confide

11.1.2 not disclose

11.1.3 not use any  
contemplate

11.1.4 not make an  
any Confide

11.1.5 ensure that  
contractors o  
be a breach

provided by sub-Clause 11.2 or as  
it shall, at all times during the  
<<insert period>> years] after its

rmation;

tion to any other party;

n for any purpose other than as  
terms of this Agreement;

ny way or part with possession of

officers, employees, agents, sub-  
which, if done by that Party, would  
Clauses 11.1.1 to 11.1.4 above.

11.2 Either Party may:

11.2.1 disclose any

11.2.1.1 any

11.2.1.2 any

11.2.1.3 any  
afore

to such exte  
this Agreem  
Services), o  
inform the  
Information

to:

er of that Party;

uthority or regulatory body; or

of that Party or of any of the  
es or bodies;

for the purposes contemplated by  
nited to, the provision of the SEO  
n each case that Party shall first  
n question that the Confidential  
pt where the disclosure is to any

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such body u  
such body)  
confidential  
undertaking  
Clause 11, t  
it only for the

2 or any employee or officer of any  
ng to the other Party a written  
he party in question. Such  
s practicable in the terms of this  
nformation confidential and to use  
disclosure is made; and

11.2.2 use any Cor  
other person  
or at any tin  
fault of that  
not disclose  
knowledge.

any purpose, or disclose it to any  
it is at the date of this Agreement,  
nes, public knowledge through no  
use or disclosure, that Party must  
tial Information which is not public

11.3 The provisions of t  
their terms [indefin  
termination of this  
Agreement for any t

continue in force in accordance with  
d of <<insert period>> after the  
standing the termination of this

12. **Force Majeure**

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12.1 No Party to this Agr  
their obligations wh  
beyond the reasona  
limited to: power fa  
unrest, fire, flood,  
governmental action  
in question.

r any failure or delay in performing  
ay results from any cause that is  
Such causes include, but are not  
vider failure, industrial action, civil  
acts of terrorism, acts of war,  
is beyond the control of the Party

12.2 [In the event that a  
hereunder as a res  
period>>, the other  
written notice at the  
Parties shall agree  
provided up to the d

t cannot perform their obligations  
r a continuous period of <<insert  
tion terminate this Agreement by  
the event of such termination, the  
ble payment for all SEO Services

13. **Term and Termination**

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13.1 This Agreement sha  
shall continue for th  
Clause 13.

insert commencement date>> and  
2, subject to the provisions of this

13.2 Either Party may te  
other not less than  
any time after <<ins

for convenience by giving to the  
written notice, [to expire on or at  
reement>>].

13.3 Either Party may  
notice to the other P

this Agreement by giving written

13.3.1 any sum ov  
provisions o  
Business Da

ne other Party under any of the  
ot paid within <<insert period>>  
yment;

13.3.2 the other P  
provisions o  
fails to reme  
given writter  
to be remed

r material breach of any of the  
the breach is capable of remedy,  
period>> Business Days after being  
lars of the breach and requiring it

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13.3.3 the other Party in such a manner that is inconsistent with and comply

any of the terms of this Agreement justifies the opinion that its conduct the intention or ability to carry out this Agreement;

13.3.4 an encumbrance, or where the other Party is a company, a company, and that other Party

, or where the other Party is a company, a company, and that other Party

13.3.5 the other Party being a company, the meaning

arrangement with its creditors or, to an administration order (within 86);

13.3.6 the other Party made against the purposes a manner that bound by or this Agreement

or firm, has a bankruptcy order, goes into liquidation (except for re-organization or re-construction and in such a manner that therefrom effectively agrees to be imposed on that other Party under

13.3.7 anything and jurisdiction of

foregoing under the law of any other Party;

13.3.8 that other Party

to cease, to carry on business; or

13.3.9 control of the persons not Agreement. "connected" Sections 112

exercised by any person or connected with the other Party on the date of this Agreement. "connected" Sections 112 of the Corporation Tax Act 2010.

13.4 For the purposes of of remedy if the Party respects.

each shall be considered capable with the provision in question in all

13.5 The Client may terminate Service Provider in required Service Level number>> [consecutive

immediately by written notice to the Service Provider fails to meet the required Service Level number>>] OR [on <<insert

13.6 The rights to terminate prejudice any other concerned (if any) of

given by this Clause 13 shall not prejudice the other Party in respect of the breach

14. **Effects of Termination**

Upon the expiry or termination

for any reason:

14.1 All applicable licences granted to the Service Provider under this Agreement shall

granted to the Service Provider under

14.2 The Service Provider at the Client's option shall certify such retention of its access to the Website

and/or destroy, as appropriate or when in its possession or control [ , retaining] and shall immediately cease

14.3 any undisputed sums payable to the other under any of the provisions of this Agreement

payable to the other under any of the provisions of this Agreement immediately due and payable;

14.4 all Clauses which, except the expiry or termination

of its nature, relate to the period after termination shall remain in full force and effect;

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14.5 termination shall not affect the rights of either Party which the terminating Party may have in respect of the Agreement before the date of termination;

right to damages or other remedy in respect of the event giving rise to the termination or any other remedy which any Party may have in respect of the Agreement which existed at or before the date of termination;

14.6 subject as provided in Clause 14.5, the Parties shall be released from their obligations to each other, except in respect of any accrued rights neither Party shall be liable to the other;

except in respect of any accrued rights neither Party shall be liable to the other; and

14.7 each Party shall (either before or after the termination) 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 Confidential Information.

returned to in Clause 11) 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 Confidential Information.

**15. [Data Protection]**

The Service Provider will disclose personal information as set out in the Service Provider's <<insert location(s)>>.]

personal information as set out in the Service Provider's <<insert location(s)>> available from the Service Provider's <<insert location(s)>>]

**16. [Data Processing]**

16.1 In this Clause 16, "data controller", "data processor", and "personal data" shall have the meaning defined in the Data Protection Legislation.

"data controller", "data processor", and "personal data" shall have the meaning defined in the Data Protection Legislation.

16.2 [All personal data transferred to the Service Provider on behalf of the Client under this Agreement shall be processed in accordance with the terms of the Data Processing Schedule set out in Schedule 6 and into by the Parties on <<insert date>> [pursuant to the Data Processing Schedule]

Service Provider on behalf of the Client under this Agreement shall be processed in accordance with the terms of the Data Processing Schedule set out in Schedule 6 and into by the Parties on <<insert date>> [pursuant to the Data Processing Schedule]

**OR**

16.2 [The Parties hereby agree to both comply with all applicable data protection requirements and to ensure that the Service Provider shall not be liable for any obligations set out in the Data Protection Legislation.]

both comply with all applicable data protection requirements and to ensure that the Service Provider shall not be liable for any obligations set out in the Data Protection Legislation. This Clause shall not relieve the Parties of their obligations set out in the Data Protection Legislation.]

16.3 For the purposes of this Clause 16, the Client is the "Data Controller" and the Service Provider is the "Data Processor".

For the purposes of this Clause 16, the Client is the "Data Controller" and the Service Provider is the "Data Processor".

16.4 The type(s) of personal data to be processed, the nature and purpose of the processing, and the Data Controller's obligations are set out in Schedule 6.

The type(s) of personal data to be processed, the nature and purpose of the processing, and the Data Controller's obligations are set out in Schedule 6.

16.5 The Data Controller shall obtain and place all necessary consents and notices required by the Data Protection Legislation for the processing of personal data to the Data Processor for the purposes of this Clause 16.

The Data Controller shall obtain and place all necessary consents and notices required by the Data Protection Legislation for the processing of personal data to the Data Processor for the purposes of this Clause 16.

16.6 The Data Processor shall process any personal data processed by it in accordance with the written instructions of the Data Controller under this Agreement:

The Data Processor shall process any personal data processed by it in accordance with the written instructions of the Data Controller under this Agreement:

16.6.1 Process the personal data in accordance with the written instructions of the Data Controller unless otherwise required to process such personal data by law; the Data Controller shall promptly notify the Data Controller of any such requirements unless prohibited from doing so by law;

the written instructions of the Data Controller unless otherwise required to process such personal data by law; the Data Processor shall promptly notify the Data Controller of any such requirements unless prohibited from doing so by law;

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16.6.2 Ensure that appropriate technical and organisational measures (a) protect the personal data from accidental or unlawful destruction, damage or loss, alteration, disclosure or unauthorised access, and (b) prevent the loss of accuracy or confidentiality of the personal data; those measures shall be proportionate to the risks and shall be reviewed regularly in the light of the current state of the art and the cost of implementing those measures; such measures are set out in Schedule 6;

able technical and organisational measures (a) protect the personal data from accidental or unlawful destruction, damage or loss, alteration, disclosure or unauthorised access, and (b) prevent the loss of accuracy or confidentiality of the personal data; those measures shall be proportionate to the risks and shall be reviewed regularly in the light of the current state of the art and the cost of implementing those measures; such measures are set out in Schedule 6;

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16.6.3 Ensure that the Data Processor is contractually obliged to keep the personal data secure and to prevent unauthorised access to the personal data (whether by the Data Processor or any other person) and to prevent the loss of accuracy or confidentiality of the personal data;

cess to the personal data (whether by the Data Processor or any other person) and to prevent the loss of accuracy or confidentiality of the personal data;

16.6.4 Not transfer the personal data outside of the UK without the prior written consent of the Data Controller and only if the following conditions are met:

side of the UK without the prior written consent of the Data Controller and only if the following conditions are met:

16.6.4.1 The Data Processor has/had appropriate safeguards for the transfer of personal data;

r and/or the Data Processor has/had appropriate safeguards for the transfer of personal data;

16.6.4.2 The Data Processor has/had appropriate safeguards for the transfer of personal data and the Data Controller has/had appropriate safeguards for the transfer of personal data;

ts have enforceable rights and the Data Controller has/had appropriate safeguards for the transfer of personal data;

16.6.4.3 The Data Processor complies with its obligations under the Data Protection Act 1998, providing an adequate level of protection for the personal data so transferred; and

complies with its obligations under the Data Protection Act 1998, providing an adequate level of protection for the personal data so transferred; and

16.6.4.4 The Data Processor complies with all reasonable instructions issued by the Data Controller with respect to the personal data;

r complies with all reasonable instructions issued by the Data Controller with respect to the personal data;

16.6.5 Assist the Data Controller to any and all reasonable requests to any and all Data Subjects to comply with their rights under the Data Protection Act 1998, security, breach notifications, and consultations with supervisory authorities (including, but not limited to, the Information Commissioner);

ta Controller's cost, in responding to any and all requests from Data subjects and in ensuring its compliance with the Data Protection Legislation with respect to security, breach notifications, and consultations with supervisory authorities (including, but not limited to, the Information Commissioner);

16.6.6 Notify the Data Controller of a breach of the Data Protection Act 1998;

undue delay of a personal data breach of the Data Protection Act 1998;

16.6.7 On the Data Controller's instruction, delete (or otherwise dispose of) the personal data and any and all copies thereof to which this Agreement applies unless it is required to retain the personal data by law; and

instruction, delete (or otherwise dispose of) the personal data and any and all copies thereof to which this Agreement applies unless it is required to retain the personal data by law; and

16.6.8 Maintain complete and accurate records of all processing activities and the measures implemented necessary to comply with Clause 16 and to allow for audits by the Data Controller;

ords of all processing activities and the measures implemented necessary to comply with Clause 16 and to allow for audits by the Data Controller;

16.7 [The Data Processor shall comply with any of its obligations with respect to the processing of personal data under this Clause 16.]

any of its obligations with respect to the processing of personal data under this Clause 16.]

**OR**

16.7 [The Data Processor shall not transfer any of its obligations to a sub-contractor with respect to the processing of personal data under this Clause 16 without the prior written consent of the Data Controller, which shall not be unreasonably withheld. If the Data Processor appoints a sub-contractor, the Data Processor shall remain responsible for the performance of its obligations under this Clause 16.]

t any of its obligations to a sub-contractor with respect to the processing of personal data under this Clause 16 without the prior written consent of the Data Controller (such consent not to be unreasonably withheld). If the Data Processor appoints a sub-contractor, the Data Processor shall remain responsible for the performance of its obligations under this Clause 16.]

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16.7.1 Enter into a contract with the sub-contractor, which shall impose upon the sub-contractor the same obligations as are imposed upon the Data Processor under clause 16 and which shall permit both the Data Controller and the Data Processor to enforce those obligations;

the sub-contractor, which shall impose upon the sub-contractor the same obligations as are imposed upon the Data Processor under clause 16 and which shall permit both the Data Controller and the Data Processor to enforce those obligations;

16.7.2 Ensure that the sub-contractor complies fully with its obligations under the Data Protection Legislation.]

complies fully with its obligations under the Data Protection Legislation.]

16.8 Either Party may, at least <<insert period, e.g. 30 calendar days'>> notice, alter the data processing clauses in the Data Protection scheme. Such terms shall be replaced by attachment to this Agreement.]]

at least <<insert period, e.g. 30 calendar days'>> notice, altering the data processing clauses in the Data Protection scheme. Such terms shall be replaced by attachment to this Agreement.]]

**17. No Waiver**

No failure or delay by either Party shall be deemed to be a waiver of any provision of this Agreement or a breach of the same or any other provision of this Agreement.

No failure or delay by either Party shall be deemed to be a waiver of its rights under this Agreement or a breach of the same or any other provision of this Agreement.

**18. Further Assurance**

Each Party shall execute all documents and things as may be necessary to carry out its obligations under this Agreement into full force and effect.

Each Party shall execute all deeds, documents and things as may be necessary to carry out its obligations under this Agreement into full force and effect.

**19. Costs**

Subject to any provisions to the contrary, each Party shall bear its own costs of and incidental to the preparation, execution and carrying out of its obligations under this Agreement.

Subject to any provisions to the contrary, each Party to this Agreement shall pay its own costs of and incidental to the preparation, execution and carrying out of its obligations under this Agreement.

**20. Assignment and Sub-Contracting**

20.1 [Subject to sub-Clause 20.2, neither Party may assign or sub-licence any of its rights hereunder, or any of its obligations hereunder, or any of its obligations hereunder without the written consent of the other Party, which consent shall not be unreasonably withheld.

20.1 [Subject to sub-Clause 20.2, neither Party to this Agreement is permitted to assign or sub-licence any of its rights hereunder, or any of its obligations hereunder, or any of its obligations hereunder without the written consent of the other Party, which consent shall not be unreasonably withheld.

20.2 [[Subject to the provisions of sub-Clause 20.1, the Service Provider shall be entitled to perform its obligations hereunder through any other qualified and skilled sub-contractors. The Service Provider or any of its sub-contractors shall, for the purposes of this Agreement, be deemed to be an act or omission of the Service Provider.]

20.2 [[Subject to the provisions of sub-Clause 20.1, the Service Provider shall be entitled to perform its obligations hereunder through any other qualified and skilled sub-contractors. The Service Provider or any of its sub-contractors shall, for the purposes of this Agreement, be deemed to be an act or omission of the Service Provider.]

**21. Relationship of the Parties**

Nothing in this Agreement shall be deemed to constitute a partnership, joint venture, agency or other contractual relationship except as expressly stated in this Agreement.

Nothing in this Agreement shall be deemed to constitute a partnership, joint venture, agency or other contractual relationship between the Parties other than the contractual relationship expressed in this Agreement.

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22. **Notices**

22.1 All notices under this Agreement shall be in writing and be deemed duly given if signed by, or on behalf of, an authorized or designated officer of the Party giving the notice.

writing and be deemed duly given if signed by, or on behalf of, an authorized or designated officer of the Party giving the notice.

22.2 Notices shall be deemed to have been given:

given:

22.2.1 when delivered in person to the recipient or registered mail, if sent by registered mail;

22.2.1 when delivered in person to the recipient or registered mail, if sent by registered mail;

22.2.2 when sent, by facsimile, e-mail or other electronic transmission, if a successful attempt is generated;

22.2.2 when sent, by facsimile, e-mail or other electronic transmission, if a successful attempt is generated;

22.2.3 on the fifth business day after mailing, if mailed by national ordinary mail;

22.2.3 on the fifth business day after mailing, if mailed by national ordinary mail;

22.2.4 on the tenth business day after mailing, if mailed by airmail, postage prepaid.

22.2.4 on the tenth business day after mailing, if mailed by airmail, postage prepaid.

In each case notice shall be deemed to have been given to the most recent address, e-mail address, or facsimile number of the Party.

In each case notice shall be deemed to have been given to the most recent address, e-mail address, or facsimile number of the Party.

23. **Entire Agreement**

23.1 This Agreement, together with the exhibits and attachments hereto, constitutes the entire agreement between the Parties and may not be modified or amended orally or by conduct. Only an authorized representative of a Party may modify or amend this Agreement in writing signed by the duly authorized representative of that Party.

This Agreement, together with the exhibits and attachments hereto, constitutes the entire agreement between the Parties and may not be modified or amended orally or by conduct. Only an authorized representative of a Party may modify or amend this Agreement in writing signed by the duly authorized representative of that Party.

23.2 Each Party acknowledges that in entering into this Agreement, it does not rely on any representation, warranty, or other provision (made or not made) other than that expressly provided in this Agreement.

23.2 Each Party acknowledges that in entering into this Agreement, it does not rely on any representation, warranty, or other provision (made or not made) other than that expressly provided in this Agreement.

24. **Counterparts**

This Agreement may be executed in multiple counterparts and by the Parties to it on separate occasions. Each counterpart shall be an original, but all counterparts together shall constitute one and the same instrument.

This Agreement may be executed in multiple counterparts and by the Parties to it on separate occasions. Each counterpart shall be an original, but all counterparts together shall constitute one and the same instrument.

25. **Severance**

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

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

26. **Dispute Resolution**

26.1 The Parties shall attempt to resolve any dispute arising out of or relating to this Agreement through negotiations with their appointed representatives who shall have the authority to bind the Parties.

26.1 The Parties shall attempt to resolve any dispute arising out of or relating to this Agreement through negotiations with their appointed representatives who shall have the authority to bind the Parties.

26.2 If negotiations under this section do not resolve the matter within <<insert period>> days after the date of the last negotiation to negotiate, the parties will

26.2 If negotiations under this section do not resolve the matter within <<insert period>> days after the date of the last negotiation to negotiate, the parties will

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Dispute Resolution

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26.6 The Parties hereby  
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27. **Law and Jurisdiction**

27.1 This Agreement (inc  
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27.2 Subject to the provi  
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th through an agreed Alternative

26.2 does not resolve the matter  
at procedure, or if either Party will  
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26.3 shall be England and Wales.  
Arbitration Act 1996 and Rules for  
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Rules for Arbitration, either Party  
r Party, apply to the President or  
Chartered Institute of Arbitrators for  
ors and for any decision on rules

either Party or its affiliates from  
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ual matters and obligations arising  
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dispute, controversy, proceedings  
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herefrom or associated therewith)  
of England and Wales.

SIGNED for and on behalf of the S  
<<Name and Title of person signir

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\_\_\_\_\_  
Authorised Signature

Date: \_\_\_\_\_

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<<Name and Title of person signir

\_\_\_\_\_  
Authorised Signature

Date: \_\_\_\_\_

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**The Service Levels**

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**The Fees**

<<Insert complete details of all Fees and other relevant information>>

**[Service Credits]**

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**The Client's Brand Guidelines**

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## 1. Data Processing

### Scope

<<Insert description of the scope of processing to be carried out>>.

### Nature

<<Insert description of the nature of processing to be carried out>>.

### Purpose

<<Insert description of the purpose of processing to be carried out>>.

### Duration

<<Insert details of the duration of processing>>.

## 2. Types of Personal Data

<<List the types of personal data to be processed>>.

## 3. Categories of Data Subject

<<List the categories of data subject to be processed>>.

## 4. Organisational and Technical Measures

<<Describe the organisational and technical measures to be implemented as referenced in Clause 16.6.2>>.

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