

Cloud Storage Service Schedule Part A – Service Terms

Section A Service Terms

1. SERVICE SUMMARY

- 1.1** The Cloud Storage Service is a cloud-based storage-as-a-service solution that provides the Customer with the ability to store its files and data at a location of its choosing. BT will provide the Compute Pure Storage Service as set out in any applicable Order, comprising:
- 1.1.1** the standard components of the Service set out in Part B; and
 - 1.1.2** any optional components described in Part B and set out in any applicable Order, up to the point of the Service Management Boundary (“**Service**”).
- 1.2** This Part A sets out the specific terms and conditions applicable to the Service, and Part B sets out the service description and the terms relating to how BT manages the Service.
- 1.3** This Schedule will not apply for the provision of any other services provided by BT (including the Enabling Services) as such services will be governed by their separate terms and conditions.

2. MAINTENANCE, CHANGES AND SUSPENSION TO THE SERVICE

- 2.1** BT and its Supplier may carry out Planned Maintenance on the Service from time to time. BT will inform the Customer at least five(5) Business Days in advance.
- 2.2** BT may change the Service provided the performance and quality of the Service is not materially adversely affected. Prior to introducing any change to the Service BT shall provide the Customer with as much notice as is reasonably practicable. Such changes may include:
- 2.2.1** introducing or removing features of the Service; or
 - 2.2.2** replacing the Service with a materially equivalent Service.
- 2.3** BT may occasionally suspend the Service in an event of emergency and/or to safeguard the integrity and security of its network and/or repair or enhance the performance of its network. Where possible, BT shall inform the Customer without undue delay in advance. Where it is not possible to inform the Customer in advance of restriction or suspension of any affected Service BT shall explain as soon as is reasonably practicable afterwards why such restriction or suspension was required.

3. GENERAL CUSTOMER OBLIGATIONS

- 3.1** The Customer will:
- 3.1.1** provide BT with the names and contact details of the Customer contact;
 - 3.1.2** without undue delay provide BT with any information or assistance reasonably required by BT to enable it to comply with Applicable Law and perform its obligations hereunder with respect to the Service;
 - 3.1.3** use the Incident reporting procedures notified to the Customer by BT, and ensure that the Customer operational contact is available for all subsequent Incident management communications;
 - 3.1.4** ensure that the local area network (LAN) protocols, applications and equipment used by Customer are compatible with the Service;
 - 3.1.5** complete any preparation activities that BT may request to enable the Customer to receive the Service promptly and in accordance with any agreed timescales;

- 3.1.6** procure services that are needed to permit the Service to operate, including Enabling Services as defined in Part B, and ensure they meet the minimum technical requirements specified by BT;
- 3.1.7** where the Customer has provided its own or a third-party Enabling Service, ensure and confirm to BT that the Enabling Service is working correctly before reporting Incidents to BT;
- 3.1.8** inform BT of any planned maintenance on any third party provided Enabling Service;
- 3.1.9** provide service assurance support to BT, where reasonably requested, to progress the resolution of Incidents for any BT Equipment installed on an Enabling Service that is not being provided by BT;
- 3.1.10** in jurisdictions where an employer is legally required to make a disclosure to its Users and employees in relation to the Service:
 - (a)** inform Users (individually or via local workers councils depending on Applicable Law) that as part of the Service being delivered by BT, BT may monitor and report the use of any targeted applications;
 - (b)** ensure that Users have consented or are deemed to have consented to such monitoring and reporting (where such consent is legally required);
- 3.1.11** be responsible for its Content and that of its Users (including any Content hosted by the Customer or any User on behalf of third parties); including the security of its Content and application of security policies designed to prevent unwanted or unauthorised activity or access to the Customer's Content;
- 3.1.12** ensure that its Content does not include any information or material, which could be illegal or could lead to a legal dispute;
- 3.1.13** will request either the File, Block or Object Storage Domain as set out in the Order;
- 3.1.14** will confirm the installation location of the Storage Array(s) as set out in the Order; and
- 3.1.15** be responsible for ensuring that the System Administrator will report all service repair incidents using the reporting procedures notified to the Customer by BT and will be available for all subsequent Incident management communications.

4. CUSTOMER EQUIPMENT AND SITE REQUIREMENTS

4.1 The Customer will:

- 4.1.1** provide BT with any information reasonably required, including information in relation to health and safety and the environment, without undue delay, and the Customer will ensure that the information is accurate and complete;
- 4.1.2** provide, at its own cost, any necessary internal cabling between the BT Equipment and any Customer equipment at a Site;
- 4.1.3** monitor and maintain any Customer equipment connected to the Service or used in connection with a Service;
- 4.1.4** ensure that any Customer equipment that is connected to the Service or that the Customer uses, directly or indirectly, in relation to the Service:
 - (a)** is adequately protected against viruses and other breaches of security;
 - (b)** will not harm or damage BT Equipment, the BT Network, or any of BT's suppliers' or subcontractors' network or equipment; and
 - (c)** is approved and used in accordance with relevant instructions, standards and Applicable Law and any safety and security procedures applicable to the use of that Customer equipment;
- 4.1.5** immediately disconnect any Customer equipment, or advise BT to do so at the Customer's expense, where the Customer's equipment:

- (a) does not meet any relevant instructions, standards or Applicable Law; or
 - (b) contains or creates material that is in breach of the Acceptable Use Policy and the Customer is contacted by BT about such material,
- 4.1.6 and redress the issues with the Customer equipment prior to reconnection to the Service;
- 4.1.7 for Sites not under BT's control, get all the consents, licenses, permissions and authorisations BT and the Customer need and keep them up to date so BT can provide the Service at the Sites, including for:
 - (a) making alterations to buildings;
 - (b) getting into property;
 - (c) dealing with local authorities, landlords or owners;
 - (d) installing equipment; and
 - (e) using the Service over the Customer's network or at a Site.
- 4.1.8 provide BT, or third parties acting on BT's behalf, with access to any Site(s) during Business Hours, or as otherwise agreed in an Order, to enable BT or its third parties, to set up, deliver, manage, maintain and restore the Service.

5. SERVICE LICENSE TERMS

- 5.1 The End User Agreement ("EUA") establishes certain terms and conditions through direct privity of contract between the Customer and Supplier and as such the Customer will:
 - 5.1.1 be directly bound by the terms and conditions set out in the EUA contained in Part B and, where applicable, ensure that its Users also comply with the terms of the EUA;
 - 5.1.2 enter into the EUA for the Customer's own benefit and the rights, obligations, acknowledgements, undertakings, warranties and indemnities granted in accordance with the EUA are between the Customer and the Supplier and the Customer will deal with the Supplier with respect to any loss or damage suffered by either of the Customer or the Supplier as such loss or damage will not be enforceable against BT; and
 - 5.1.3 observe and comply with the EUA for any use of the applicable Supplier software.
- 5.2 If the Customer does not comply with the EUA:
 - 5.2.1 BT may restrict or suspend the entire Service upon notice; in such event:
 - (a) the Customer will continue to pay the Charges for the Service until the end of the Subscription Term; and
 - (b) BT may charge a re-installation fee to re-start the Service.
- 5.3 Where the EUA is presented in a 'click to accept' function and the Customer requires BT to configure or install software on their behalf, BT will do so as their agent and bind the Customer to the EUA. For this purpose, the Customer hereby grants to BT a mandate to enter into the EUA in the Customer's name and on its behalf. BT and the Customer may for this also execute a power of attorney as part of the Order.

6. BT EQUIPMENT

- 6.1 Where BT provides BT Equipment to the Customer, as part of the provision of the Service, the Customer will:
 - 6.1.1 keep the BT Equipment safe and secure;
 - 6.1.2 only use the BT Equipment, or allow it to be used, in accordance with the instructions that BT may provide from time to time and only for the purpose for which it is intended to be used;
 - 6.1.3 not move the BT Equipment or any part of it from the Site(s) without BT's written consent and the Customer will pay BT's costs and expenses reasonably incurred as a result of such move or relocation;

- 6.1.4 not make any alterations or attachments to, or otherwise interfere with, the BT Equipment nor permit any person (other than a person authorised by BT) to do so, without BT's prior written consent and, if BT gives its consent, agree that any alterations or attachments are part of the BT Equipment;
- 6.1.5 not sell, charge, assign, transfer or dispose of, or part with possession of the BT Equipment;
- 6.1.6 not allow any lien, encumbrance or security interest over the BT Equipment, nor pledge the credit of BT for the repair of the BT Equipment or otherwise;
- 6.1.7 not claim to be owner of the BT Equipment and to ensure that the owner of the Site(s) upon which the BT Equipment is located will not claim ownership of the BT Equipment, even if the BT Equipment is physically attached to the Site(s);
- 6.1.8 carry full replacement value insurance against any damage to or theft or loss of the BT Equipment;
- 6.1.9 in addition to any other rights that BT may have, reimburse BT for any losses, costs or liabilities arising from Customer's use or misuse of the BT Equipment or where the BT Equipment is damaged, stolen or lost, except where the loss or damage to BT Equipment is a result of fair wear and tear or caused by BT and its agents acting on BT's instructions;
- 6.1.10 ensure that BT Equipment appears in BT's name in the Customer's accounting books; and
- 6.1.11 in the event that there is a threatened seizure of the BT Equipment, or in the event that an insolvency event applies to Customer, immediately provide BT with notice so that BT may take action to repossess the BT Equipment.

7. PASSWORDS, AUTHORISED USERS AND SECURITY

- 7.1 The Customer is responsible for the proper use of any usernames, personal identification numbers and passwords or similar used in conjunction with the BT Equipment or the Service, and the Customer will take all necessary precautions to ensure that the foregoing are kept confidential, secure and not made available to unauthorised persons.
- 7.2 The Customer will distribute, manage and maintain access profiles, passwords and other systems administration information relating to the control of Users' access to the Service.
- 7.3 The Customer will promptly terminate access of any person who is no longer an authorised User.
- 7.4 The Customer will promptly inform BT if a User's ID or password has, or is likely to, become known to an unauthorised person, or is being or may be used in an unauthorised way.
- 7.5 The Customer will change any or all passwords or other systems administration information used in connection with the Service if BT asks Customer to do so in order to help safeguard ensure the security or integrity of the Service.
- 7.6 The Customer will not allow any specific User license to be used by more than one User unless it has been reassigned in its entirety to another User.

Section B Acceptable Use Policy

8. INTRODUCTION

- 8.1 The Customer acknowledges that it has read and agrees to be bound by and to ensure that any Users will comply with this Section B ("**Acceptable Use Policy**" or "**AUP**") and generally accepted Internet standards.

9. USE OF THE SERVICE

- 9.1 The Customer will not use the Service in breach of Applicable Law or in any way that is considered to be:
 - 9.1.1 detrimental to any person or in a manner which violates or otherwise encroaches on the rights of others (including rights of privacy and free expression); and
 - 9.1.2 detrimental to the provision of services to the Customer or any other BT customer.

- 9.2** The Customer will not use the Service to intentionally take, or attempt to take, any action that could:
- 9.2.1** transfer files that are, contain or are made up of viruses, worms, Trojans, distributed denial of service, any back door or time-bomb or other harmful programmes or software designed to violate the security of BT, any other person or company; or
 - 9.2.2** prevent, block or obstruct access to any programme installed on, or data saved in, any computer or damage or harm the operation of any of these programmes or the reliability or accuracy of any of this data.
- 9.3** Unless agreed in writing with BT:
- 9.3.1** the Customer will only use the Services for the commercial and business purposes for which they have been designed; and
 - 9.3.2** the Customer will not modify, amend, change, reconfigure or otherwise repurpose all or any part of the Services for uses other than those pursuant to paragraph 9.3.1 above.

10. USE OF MATERIALS

- 10.1** The Customer will not create, download, receive, store, send, publish, transmit, upload or otherwise distribute any material, including information, pictures, music, video or data, that is considered to be:
- 10.1.1** harmful, immoral, improper, indecent, defamatory, offensive, abusive, discriminatory, threatening, harassing or menacing;
 - 10.1.2** promoting or encouraging of illegal, socially unacceptable or irresponsible behaviour, or that may be otherwise harmful to any person or animal;
 - 10.1.3** in breach of the intellectual property rights of BT or any other company or person, for example by using, distributing or copying protected or 'pirated' material without the express permission of the owner;
 - 10.1.4** in breach of the privacy or data protection rights of BT or any other person or company; or
 - 10.1.5** in contravention of any license, code of practice, instructions or guidelines issued by a regulatory authority.
- 10.2** The Customer will ensure that all material that is derived from the machines or networks that it uses in connection with the Service is not in breach of this AUP.

11. SYSTEMS AND SECURITY

- 11.1** The Customer will not:
- 11.1.1** take any action that could:
 - (a)** damage, interfere with, weaken, destroy, disrupt, harm, violate, disable, overburden, overtake, compromise, hack into or otherwise adversely affect any computer system, network or the internet access of the BT Network or network of any other person or company; or
 - (b)** adversely affect or tamper with BT's security, the BT Network or any system or security network that belongs to any other person or company;
 - 11.1.2** access any computer system or network belonging to any person or company for any purpose without permission, including to probe, scan or test the security of a computer system or network or to monitor data traffic;
 - 11.1.3** connect the BT Network to machines, equipment or services that do not have adequate security protection or that are able to be used by others to carry out conduct that is not allowed by this AUP; or
 - 11.1.4** collect, take or harvest any information or data from any BT services, BT's system or network or attempt to undermine any of BT's servers or systems that run BT services.

- 11.2** The Customer will comply with all obligations as notified by BT which are required under BT's security policy. The Customer is responsible for the security and proper use of all User IDs and passwords. BT reserves the right to suspend access to the Service at any time if BT has reason to believe that there is, or is likely to be, a breach of security or misuse of the Service. BT will notify the Customer as soon as possible after it has done so.

Section C Compliance and Regulation

12. EXPORT OF CONTENT USING CLOUD SERVICES

- 12.1** The Service comprises of a cloud service that utilises software and technology that may be subject to export control laws of various countries. The Customer is solely responsible for any compliance related to the way the Customer uses the Service and the location the Service is used including access by Users to the Service and for the Customer's Content transferred or processed using the Service, including any publication of such Content.

Section D Charges, Subscription Term and Termination

13. CHARGES

- 13.1** The Customer will pay the Charges for the Service and any optional features (including upgrades and re-configuration) as specified in the Order ("**Charges**").
- 13.2** In addition to the Charges set out in the Order, the Customer may be liable for the following additional Charges:
- 13.2.1** Charges for (de-)commissioning the Service outside of Business Hours;
 - 13.2.2** Charges for expediting provision of the Service at Customer's request after BT has informed Customer of the delivery date;
 - 13.2.3** Charges for investigating Customer reported Incidents where BT finds no Incident or that the Incident is outside the Service Management Boundary;
 - 13.2.4** Charges for restoring Service if the Service has been suspended by BT in accordance with the terms of the Governing Agreement;
 - 13.2.5** Charges per element re-configured after the Operational Service Date must be agreed and documented in a new Order; and
 - 13.2.6** Charges for any delay in returning the BT Equipment to the Supplier following expiry of the Subscription Term.
- 13.3** The Customer will pay the metered Service Charges set out in the Order where the Customer's usage exceeds the Committed Minimal Threshold.

14. Subscription Term and Termination

- 14.1** The Order sets out any Subscription Term (also called "**Minimum Period of Service**") applicable to the Service, as well as any associated volume commitments, invoicing terms and the termination Charges that are specific to the Service.
- 14.2** Unless otherwise agreed to the contrary, following the expiration of the Subscription Term, the Service shall continue unless and until terminated in accordance with the terms of the Governing Agreement referenced in the Order.

15. END OF SERVICE

- 15.1** On termination of the Service, Customer will:
- 15.1.1** retrieve all Customer data from the Service;

- 15.1.2 provide BT with all assistance necessary to remotely decommission all network and applications supporting the Service at each customer Site(s);
 - 15.1.3 return to BT the software or intellectual property provided by BT and/ or Supplier and all copies of such;
 - 15.1.4 disconnect any Customer equipment from the BT Equipment;
 - 15.1.5 not dispose of the BT Equipment other than in accordance with BT's written instructions; and
 - 15.1.6 arrange for the BT Equipment to be returned to the Supplier.
- 15.2 On termination of the Service BT will:
- 15.2.1 provide configuration information relating to the Service provided at the Site(s) in a format that BT reasonably specifies;
 - 15.2.2 decommission all network and applications supporting the Service at each Customer Site(s);
 - 15.2.3 where permitted under applicable mandatory law, delete any Content, including stored logs or any configuration data relating to BT's management of the Service; and disconnect and remove any BT Equipment located at the Site(s).

Section E Service Levels and Service Credits

16. SERVICE LEVELS AND CREDITS

- 16.1 In the event the Supplier fails to meet their service levels as set out at <https://www.purestorage.com/legal/evergreen-one-product-guide.html> ("**Service Levels**"), the Customer may submit a claim to BT for associated service credits ("**Service Credits**") as set out in this URL within 25 days after the end of the month in which the Service underperformed or where a longer time period is required by mandatory local law then the shortest period that can be applied.
- 16.2 An Incident ticket must have been raised before a Service Credit claim is submitted and the Incident ticket reference quoted as part of the claim.
- 16.3 BT will contact the Supplier who will review the claim whereafter BT will confirm to the Customer if the claim has been accepted or not by the Supplier, with details provided to BT to support its decision.
- 16.4 If accepted, BT will pay the Service Credit based on the Customer's monthly recurring Charges for the number of credit days applicable for the affected Service:
- 16.4.1 by deduction from the Customer's invoice within two (2) billing cycles of a claim and the claim being accepted by BT; or
 - 16.4.2 following termination of the Service where no further invoices are due to be issued by BT, within two months of a claim and the claim being accepted by the Supplier.
- 16.5 Service Levels and/or Service Downtime will be excluded:
- 16.5.1 where the acts or omissions of the Customer or any third party (excluding BT's suppliers) lead to BT not being able to provide all or part of this Service;
 - 16.5.2 if a third-party Enabling Service is not connected or functioning, a fault on the Customer's network, the Customer's Equipment (including configuration) or on any third-party software or service not provided and/or managed by BT under the terms of this Schedule;
 - 16.5.3 for any faults caused by the Customer's use or management of the Service;
 - 16.5.4 if BT is awaiting information from the Customer or awaiting confirmation by the Customer that the Service has been restored;
 - 16.5.5 for any Incident not reported in accordance with the incident reporting procedures notified by BT to the Customer or where Incident tickets are opened erroneously;
 - 16.5.6 for any cause beyond BT or the Supplier's reasonable control as set out in the Governing Agreement or this Schedule;

- 16.5.7** during any period of Planned Maintenance or agreed changes on the Service by BT unless the service outage time exceeds the time estimation communicated to the Customer; and
 - 16.5.8** if the Service is suspended due to Customer's breach of its obligations under the Governing Agreement.
- 16.6** There are no other service levels with service credits available for this Service, only service targets as set out in Part B.

Section F Data Protection

This section supplements the data provisions that may be set out in the Governing Agreement:

17. DURATION OF THE PROCESSING OF PERSONAL DATA

- 17.1** BT or its Sub-Processor will Process the Customer Personal Data for the Service for as long as BT provides the Service and for as long as BT may be required to Process the Customer Personal Data in accordance with Applicable Laws.

18. THE NATURE AND PURPOSE OF THE PROCESSING OF PERSONAL DATA

- 18.1** The nature and purpose of the Processing of Customer Personal Data by BT or its Sub-Processor includes:
- 18.1.1** The Service is a back-up and archiving service provided to the Customer by BT.
 - 18.1.2** Customer customises the frequency and extent of backing up data.
 - 18.1.3** BT and/or Supplier backs up the data on BT's and/or Supplier's systems in the country of Customer's choosing.
 - 18.1.4** BT has no control or oversight of the data that is stored on its servers, or the purpose that the Customer is fulfilling in such storage.
 - 18.1.5** Customer is accountable for the control of Personal Data uploaded and Processed to the Service and this could include any type of Personal Data relating to any Data Subject.

19. TYPES OF PERSONAL DATA AND CATEGORIES OF DATA SUBJECTS

- 19.1** The types of Customer Personal Data Processed by BT or its Sub-Processors or the Customer will be:
- 19.1.1** website or IP address;
 - 19.1.2** name;
 - 19.1.3** address;
 - 19.1.4** telephone number;
 - 19.1.5** email address;
 - 19.1.6** job title;
 - 19.1.7** company name; and
 - 19.1.8** contact records.

This list is not exhaustive as the Customer will specify what Customer Personal Data is Processed.

19.2 The Customer Personal Data will concern the following categories of Data Subjects:

- 19.2.1** Customer's end users;
- 19.2.2** Customer's employees, directors and contractors;
- 19.2.3** Customer's customers or third parties; and
- 19.2.4** any Data Subject (as controlled by Customer).

This list is not exhaustive as the Customer will specify any other categories of Data Subjects.

Section G Defined Terms and Abbreviations

For the purposes of this Schedule defined terms and abbreviations shall have the meaning ascribed to them within the body of the Schedule or below:

“Acceptable Use Policy” means the policy as set out at Part A, Section B.

“Acceptance Tests” means those objective tests conducted by the Customer that when passed confirm that the Customer has accepted the Service and that the Service is ready for use save for any minor non-conformities that will be resolved as an Incident.

“Application” means a software program designed to carry out operations for specific tasks.

“Applicable Laws” means the laws as set out in the Governing Agreement as may be amended from time to time.

“Block Storage Domain” has the meaning set out in Clause 1.2.3 in Part B – Service Description.

“BT Network” means the communications network owned or leased by BT and used to provide the Service.

“Business Day” means generally accepted working days at the locality of the Site, excluding any national or bank holidays.

“Business Hours” means between the hours of 0800 and 1700 in a business day at the locality of the specific Site.

“Cloud” means the delivery of computing and storage capacity as a service to a heterogeneous community of end-recipients or Customers.

“Customer Data” has the meaning given in the General Terms and Conditions.

“Committed Minimal Threshold” means the minimum usage commitment of Effective Usable capacity of the Service.

“Content” means applications, data, information (including emails), video, graphics, sound, music, photographs, software or any other material.

“Customer Personal Data” means any Personal Data Processed as a Processor by BT in the context of providing the Services under this Governing Agreement.

“Data Subjects” shall have the meaning given to it in the GDPR.

“Data Object” means the Customer’s data item which consists of one or more of the following attributes: an object that contracts the actual data, Metadata defining the objects characteristics and/or content and a corresponding data format identifier.

“Effective Usable” means a measure of data that may be written by a host to a License, and any incremental unique snapshot data thereof.

“Enabling Services” means the services as defined in Part B – Service Description.

“File Storage Domain” has the meaning set out in Part B – Service Description.

“GDPR” means the General Data Protection Regulation (EU) 2016/679 (“EU GDPR”) and any amendment or replacement to it, (including any corresponding or equivalent national law or regulation that implements the GDPR as applicable to the Processing).

“Globally Unique Identifier” means the unique reference number used as an identifier in computer software.

“Governing Agreement” means the general terms and conditions which govern this Schedule.

“Incident” means an incident which is not part of the standard operation of a Service, and which causes, or may cause, an interruption to, or a reduction in the quality of that Service.

“Install Location” means a location as set out in the Order where a Storage Array is deployed to provide the Service.

“**IP**” means Internet protocol, a protocol that was designed to interconnect networks and is part of a suite of protocols known as TCP/IP, where “**TCP**” means transmission control protocol, a reliable connection-based protocol.

“**License**” means a Storage Domain subscription in an Install Location to deliver a specific tier of Service which is set out in the Order under a single Committed Minimal Threshold. There may be multiple Licenses in the same Install Location.

“**Metadata**” means data within a Data Object that describes the Data Object in terms of the design and specification of the data stored. It is used for the purpose of managing the data.

“**Object Storage**” means storage architecture that manages data as an object. An object includes the data, Metadata and Globally Unique Identifier.

“**Object Storage Domain**” means a repository, dedicated to the Service, within the Storage Zone where the Data Objects will reside.

“**Operational Service Date**” means the date upon which the Service is made operationally available to the Customer at a Site and may be called the “Service Start Date” in some Governing Agreements.

“**Order**” means means an Order that accompanies a Service Schedule for a new Service and contains the Parties agreement on Charges, rate card (where applicable) and any other relevant commercial information related to the Service referred to in the Order.

“**Personal Data**” shall have the meaning given to it in the GDPR.

“**Planned Maintenance**” means any work that is planned in advance to be carried out by BT or on its behalf that causes the Service to be suspended.

“**Processing**” and “**Processor**” shall have the meaning given to it in the GDPR.

“**Service Desk**” means the facility provided by BT to handle enquiries and administration for the Service.

“**Service Level**” means the level of service which is applicable to the Service, as set out in Section E of this Part A – Service Terms.

“**Storage Array**” means the physical infrastructure made available with the Service which is installed by the Supplier and located at the Customer's own data centre or at another third-party location, as selected by the Customer.

“**Storage Domain**” means a repository, dedicated to the Customer, within the Storage Zone where the Data Objects reside.

“**Storage Zone**” means the configuration of the Storage Array and software to create a platform where the Customer's data is stored.

“**Sub-Processor**” means a BT Affiliate or BT's supplier or subcontractor that BT engages to Process Customer Personal Data for the purposes of this Governing Agreement.

“**Subscription Term**” means the term contracted for this Service as set out in the Order. In some Governing Agreements this may also be called “Minimum Period of Service”.

“**Supplier**” means Pure Storage, Inc., a Delaware corporation, having a principal place of business at 650 Castro Street, Mountain View, CA 94041.

“**System Administrator**” means a person named by the Customer to be the Customer's point of contact with BT or Supplier for matters relating to the management of the Service.

“**User ID**” means the identification number provided to the Customer by BT for the purposes of security in the provision of the Service.

“**User**” means any person who is permitted by the Customer to use or access a Service.