

General terms and conditions of purchase

a. general

1 Miscellaneous

- 1.1 These General Terms and Conditions of Purchase (**GTC**) apply to all Services (B), Goods (C), Software (D) and Cloud Services (E) (together: the **Performance**) that are to be supplied by Supplier to Achmea. Applicability of general conditions used by Supplier is excluded.
- 1.2 Together with the Order and the annexes mentioned in it, the GTC constitute the **Agreement** between parties.
- 1.3 **Achmea Group** refers to Achmea B.V. and the legal entities associated with it as referred to in article 2:24b of the Dutch Civil Code.
- 1.4 Supplier guarantees that its employees and the third parties engaged by it also fulfil its obligations.
- 1.5 An Agreement, as well as changes and additions to it, can only be proved with a document that is signed by both parties. The GTC also apply to changed, additional and later orders.
- 1.6 A waiver of rights will only be valid if this follows from an explicit, written statement that is issued by a competent person. Payment does not imply a waiver of rights.
- 1.7 Without Achmea's permission, Supplier cannot use the trade names and trademarks of the Achmea Group and it may not mention Achmea as its client.
- 1.8 Dutch law applies to the Agreement. The Vienna Sales Convention and accompanying regulations do not apply.
- 1.9 The District Court Midden-Nederland has exclusive competence, unless parties agree on another form of dispute settlement.

2 Requirements Performance

- 2.1 Supplier complies with the following requirements:
 - a. requirements and standards that are customary in the branch of Supplier;
 - b. the applicable legislation and regulations, including those Achmea has to comply with for the Performance;
 - c. the regulations and indications provided by Achmea;
 - d. the Sustainability Statement, the Achmea General Code of Conduct of and the Achmea Purchase Code of Conduct Procurement, as included on Achmea's website (www.achmea.nl/duurzaam-ondernemen); and
 - e. will not damage the reputation or integrity of the Achmea Group in any way.
- 2.2 Supplier will deliver the Performance so as to allow Achmea at all times to comply with the applicable legislation and regulations, if this can reasonably be required in relation to the Performance.
- 2.3 Parties keep each other informed of developments and changes that are (can be) important for the execution of the Performance. If Supplier has a reason to assume that it cannot execute the Performance as agreed, for example because Achmea does not fulfil its obligations quickly or well enough, it will immediately inform Achmea about this. If Supplier doesn't do that, it cannot invoke that circumstance at a later stage.
- 2.4 Achmea may trust that Supplier has sufficiently informed itself of the goals with respect to the order, the organisation, the processes and data streams of the Achmea Group, the information that is relevant for the order and the feasibility of the Performance within the parameters set by Achmea. Upon request, Achmea provides Supplier with additional relevant information. If there is lack of clarity, Supplier timely asks Achmea for clarifications.
- 2.5 Supplier may not suspend the Performance, unless a Court gives permission for the envisaged suspension.
- 2.6 If Supplier does not perform at the agreed time or within the agreed period(s), it is in default. All agreed times and periods are therefore final deadlines for Supplier unless agreed otherwise in writing.

3 Security

- 3.1 Supplier ensures appropriate technical and organisational measures that guarantee the security of the Performance.
- 3.2 Supplier will immediately inform Achmea and at the latest within 24 hours about interruption of the services,

security incidents and other incidents with possibly serious consequences for (a legal entity of) the Achmea Group.

- 3.3 If there is a statutory obligation for Supplier to notify a supervisory authority of an incident, Achmea and Supplier consult each other about the way in which they will do this.
- 3.4 If (web) applications, (web) services and/or infrastructure of Supplier are used for the delivery of the Performance, Supplier regularly carries out security tests (including penetration tests) to gain an insight into the risks and vulnerabilities in its IT protection. If findings that influence the security of the delivered Performance are found, Supplier immediately informs Achmea. In addition, Achmea periodically has the right to carry out (have carried out for it) one or more security tests. Achmea is not liable for any damage that may arise from it.

4 Fees

- 4.1 The agreed fees include all costs for the Performance, including travel and accommodation costs, but excluding VAT. A party may not unilaterally modify the agreed fees.
- 4.2 Work that is not laid down in the Agreement (extra work) is only paid for, if Achmea has signed the offer for the extra work in which at least the nature, volume and costs of the extra work are mentioned.
- 4.3 Supplier sends the invoice in PDF format to facturen@achmea.nl once the Performance has been delivered. The invoice contains a reference to the order with reference number, PO number/WBS element, cost centre and addressee within Achmea (business division and contact person).
- 4.4 The payment term of an invoice is 45 days of receipt. If Achmea contests part of an invoice, Supplier will send 2 separate invoices, 1 of which concerns the uncontested and the other the contested amount of the invoice. Supplier may calculate an interest at 4% per year on the uncontested amounts that are (unjustly) not paid within 45 days of receiving the invoice from the moment the Supplier has issued a reminder that the invoice has not yet been paid.
- 4.5 Supplier pays the bodies concerned all taxes and contributions, in accordance with applicable tax and labour legislation. If Supplier engages subcontractors, Supplier ensures they do the same. Supplier indemnifies Achmea against any claims arising from non-payment of the taxes or contributions owed by Supplier or a subcontractor. At the request of Achmea, Supplier directly issues a statement (at its discretion, from a registered accountant or the Tax Authorities) that Supplier has fulfilled the obligation mentioned in this Article.
- 4.6 If Achmea has a reasonable suspicion that Supplier does not comply with Article 4.5, Achmea is entitled to withhold 50% of the payable fees from its payments to Supplier as a reserve. Achmea may keep this reserve until Achmea has received the statement mentioned in Article 4.5 or Achmea may directly pay the body concerned.
- 4.7 If the order is terminated (regardless of the ground) Supplier will immediately, pro rata, repay the advance payments.

5 Intellectual property rights

- 5.1 Intellectual Property rights (**IP rights**) that already exist on the date of the Agreement are not transferred to the other party.
- 5.2 Achmea obtains the IP rights created in the framework of the Performance. As far as necessary, these rights are herewith transferred to Achmea. If further acts are required for the transfer, Supplier will cooperate. If the intended use of the Performance infringes existing IP rights, Supplier herewith grants, with regard to those rights, Achmea a non-exclusive, global, irrevocable, unlimited, transferable, eternal (sub) licence (for which no extra payment is due). As far as possible Supplier herewith waves its personality rights, also on behalf of the persons involved on its side.
- 5.3 Supplier guarantees that the Performance and its use do not infringe IP rights of a third party. Supplier indemnifies the Achmea Group against all third party claims concerning an alleged infringement of IP rights. Parties inform each other about infringement claims. Upon request, Achmea will transfer the defence against the claim to Supplier. In that case, Supplier will not recognise an infringement or liability nor will it enter into obligations on behalf of Achmea without prior written permission of Achmea.

6 Confidentiality

- 6.1 Parties will use confidential information exclusively for the performance of the Agreement. Without prior written permission of the other party, a party may not share confidential information with a third party. Parties will take all reasonable measures to guarantee confidentiality thereof.

- 6.2 Confidential information includes:
- a. the existence and contents of the Agreement;
 - b. personal data;
 - c. information designated as confidential by a party; and
 - d. all other information of which a reasonably thinking person knows or should reasonably know that this information is confidential.
- 6.3 At the request of the providing party, the receiving party will return or destroy all obtained confidential information, unless a legal provision dictates otherwise.
- 6.4 If Supplier acts contrary to this Article 6, it directly owes Achmea a penalty of € 50,000.- for each infringement.

7 Privacy

- 7.1 In the performance of the Agreement, parties guarantee that they act in accordance with all applicable legislation and regulations in the domain of the protection of personal data. At the request of Achmea, Supplier gives Achmea insight into the way it will implement it. Each party indemnifies the other party against the damage the former causes by not complying with this legislation or these regulations.
- 7.2 Supplier does not transfer personal data to and does not make personal data accessible from a location outside the European Economic Area.

8 Audit

- 8.1 Achmea has the right to have an independent external auditor or its internal audit division examine compliance with the Agreement. An audit will be announced beforehand if that is reasonably possible. Supplier will cooperate with an audit and will ensure that its auditor cooperates.
- 8.2 Supplier will cooperate with legitimate research by or on behalf of the supervisory authorities that are relevant for the Achmea Group. Supplier provides Achmea with a copy of the data it has given to the supervisory authority if permitted by law.

9 Subcontracting

- 9.1 Written permission from Achmea is required for engaging subcontractors in the performance of the Agreement. Achmea will not refuse this on unreasonable grounds. Supplier will inform Achmea about changes in the way it uses subcontractors.
- 9.2 Supplier continues to be responsible and liable for the performance of its obligations by a subcontractor. Supplier ensures that each subcontractor complies with the relevant obligations of Supplier vis-à-vis Achmea that arise from the Agreement.

10 Right of use

- 10.1 Achmea may also use the Performance for other divisions of the Achmea Group and give them access to and use of the Performance. Achmea may also have other service providers use the Performance if this is necessary for them to provide their services for Achmea. All rights and defences (including indemnifications) arising from the Agreement also apply and are available to the divisions of the Achmea Group and service providers referred to here.
- 10.2 If a division of the Achmea Group is transferred to a third party, then Achmea may continue to give this division access to and use of the Performance. At the request of Achmea, Supplier will continue to deliver the Performance to this division as if it were a division of the Achmea Group during a maximum of 12 months from the date on which the transfer is completed.

11 Liability

- 11.1 The liability of a party is limited to € 2,000,000.- a contract year. This restriction does not apply to violation of indemnifications and the articles on confidentiality or in case of intent, gross negligence, death or injury.
- 11.2 If Supplier has to pay Achmea a penalty, this does not detract from the other rights of Achmea, including its right to performance and termination. If Supplier has to pay a penalty, Achmea has a right to compensation as far as the damage is higher than the penalty.
- 11.3 Supplier takes out an adequate insurance from a reputable insurance company, with an extended coverage for the liability for which Supplier is liable according to the Agreement, including injury, damage to property and professional liability. At the request of Achmea Supplier provides Achmea with a copy of the insurance policy.
- 11.4 Articles 6:89, 7:23 and 7:761 of the Dutch Civil Code do not apply.

12 Transfer

- 12.1 The rights on the basis of this Agreement cannot be transferred and cannot be encumbered without prior written approval of Achmea. In case of a merger, takeover, acquisition or legal or factual division that influences Supplier, Supplier will inform Achmea as soon as possible, and parties will negotiate in good faith about all necessary changes to the Agreement. If parties cannot agree about the changes within 2 months after the start of the negotiations, or if a party that is not reasonably acceptable for Achmea has become involved on the side of Supplier, then Achmea may immediately terminate the Agreement, while Supplier will not be entitled to compensation.
- 12.2 Achmea may transfer its rights and obligations (or part thereof) from the Agreement: (i) to a division of the Achmea Group, (ii) to a third party taking over a business activity for which the Performance is delivered, and (iii) in the framework of outsourcing. Achmea will inform Supplier as soon as possible about such a transfer.

13 Termination

- 13.1 Achmea may terminate the Agreement (in part) in writing with a notice period of 30 days, while Supplier will not be entitled to compensation.
- 13.2 Each party may terminate the Agreement with immediate effect (in part) in writing, while no party will be entitled to compensation, if:
- a. the other party is declared bankrupt or suspension of payment is granted;
 - b. the other party does not comply with its obligations under the Agreement for 30 days due to force majeure;
- 13.3 Besides, Achmea may also terminate the Agreement with immediate effect (in part) in writing if a supervisory authority makes objections against the continuation or performance of the Agreement and the parties do not succeed in changing these objections within a month resulting in the withdrawal of the objections.

14 Transfer / exit after termination

- 14.1 Regardless of the reason of termination of the Agreement, Supplier will cooperate with a smooth transfer of the Performance to Achmea or another party it has designated. Parties will make reasonable exit agreements that ensure complete continuity of the Performance and prevent any impact on clients of Achmea. Supplier is obliged to continue and deliver the Performance until the transfer is completed. In that period, the Agreement continues to apply to the Performance.

15 Surviving agreements

- 15.1 Articles that are meant to continue to apply after expiration or termination of the Agreement remain valid. These are in any case the Articles about indemnifications, privacy, IP rights, confidentiality, liability, applicable law, competent court and escrow.

b. services

If services are provided, both part A and part B apply.

16 Screening

- 16.1 Supplier researches the employment history and the references on for hand of the person that is to be deployed on its behalf for services at an Achmea location or before this person can get access to the systems or networks of Achmea. Such screening is at least in accordance with the requirements set by Achmea and needs to be favourably completed. Achmea is informed on the results. Achmea can carries out a part of the screening.
- 16.2 Supplier informs the persons to be deployed about this screening. It also ensures that these persons recognise the legitimate interest thereof and cooperate with this screening and the provision of the relevant data to Achmea.
- 16.3 Supplier gives Achmea at least once a year, in April, a report of factual findings drafted by a registered accountant, or another statement that is accepted by Achmea, from which it follows that Supplier has fulfilled its part of the obligation arising from this Article.

17 Location prescriptions

- 17.1 If Supplier will execute the Performance at an Achmea location, Supplier ensures that the person who will come to the Achmea location on its behalf:
- will comply with the company rules and the rules of conduct of Achmea, which will be provided to the contact person of Supplier;
 - will announce its arrival at and departure from the Achmea location to the person designated by Achmea for this matter;
 - has a valid ID and a document in which is stated that he carries out work at Achmea.
- 17.2 Achmea has the right to refuse access to an Achmea location.

18 Non-working days

- 18.1 Achmea does not owe fees for the days on which work is not actually carried out for Achmea.

19 Replacement of deployed persons

- 19.1 In the case of replacement of a deployed person, Supplier will make sure that the new persons has at least the same skills, experience, knowledge and diplomas and references as those expected from the replaced persons. Supplier prevents that the replacement leads to delays or costs for Achmea.
- 19.2 At the request of Achmea, Supplier will replace a deployed person if that is necessary in the reasonable opinion of Achmea.

20 Commitment employees and/or third parties

- 20.1 If Achmea gives permission to deploy third parties:
- Supplier will make every effort to deploy persons who have an employment contract with it;
 - Supplier will comply with the applicable collective labour agreement and the other applicable employment conditions;
 - the third party itself will not be an intermediary, Supplier therefore guarantees that the third party is (i) an employer who directly makes those employees with an employment contract with it available to Supplier (supplier), or (ii) an independent person with whom, for that purpose, a (model) agreement is concluded that is approved by the tax authorities;
 - Supplier will lay down all agreements regarding labour conditions in a comprehensible and accessible manner; and
 - Supplier will immediately inform Achmea in writing if it expects that it cannot (timely) pay the salary of a person deployed for Achmea.

c. goods

If goods are supplied, both part A and part C apply.

21 Definition

Goods: property as defined in the law.

22 Delivery and ownership

- 22.1 Achmea becomes owner of the Goods as soon as they are delivered and accepted by Achmea at the agreed location. Supplier will inter alia adequately package, store, secure and insure the goods until that moment. Until that moment the Goods remain at the risk of Supplier.
- 22.2 Achmea may inspect the Goods upon delivery, but it is not obliged to do so. Supplier will collect rejected Goods as soon as possible and, at the discretion of Achmea, replace or credit them.
- 22.3 Supplier is obliged to test the Goods prior to delivery and to set them up in working order, unless parties have made other written agreements on this matter. Upon request, Supplier will collect and take back packaging materials free of charge.
- 22.4 All Goods Achmea makes available to Supplier for use in the framework of the Performance remain the property of Achmea or third parties and it can take them back at any time. Supplier will store these Goods separately and indicate on these Goods that they are property of Achmea.

23 Quality

- 23.1 If a defect occurs within the normal lifetime, the Goods are considered not be in compliance with the Agreement. This does not apply if Supplier demonstrates that the defect is the consequence of normal wear and tear or that it is caused by a mistake of Achmea.
- 23.2 Supplier must be able to maintain and repair the goods during the normal lifetime.

d. software

If Software is delivered or made available in an another way, parts A, B and D apply.

24 Definitions

Release: an updated version of the Software that repairs mistakes from earlier versions and adds patches and bug fixes.

Software: the computer programmes in object code as described in the Agreement, including the accompanying documentation, new Versions, new Releases, updates, changes and corrections

Version: an updated version of the Software that adds a substantial new functionality or fundamentally alters the structure of the Software.

25 Licence

- 25.1 Supplier grants the Achmea Group a non-exclusive, irrevocable, global, eternal and unlimited licence for the use of the Software. Eternal means that the licence continues to exist after expiry or termination of the Agreement. Where parties have agreed that Achmea does not pay a one-off licence fee, but that it pays for the use of the Software for each time period, Achmea may only continue to use the Software after expiry or termination of the Agreement if Achmea also has the right to use the source code.
- 25.2 The Achmea Group may use the Software on separate systems for each of the following purposes: (i) testing, (ii) development/configuration, (iii), acceptance (iv) continuity of business processes, (v) backup and (vi) repair in case of calamities.
- 25.3 The Achmea Group may use the object code of the Software without any restriction, unless that restriction is explicitly included in the Agreement.
- 25.4 The Achmea Group may only copy, disassemble or decompile the Software if this is necessary for the interoperability with other independently developed software or if it appears that Supplier will not deliver the necessary maintenance, improvement or support.
- 25.5 If Achmea gets a copy of the object code of the Software, the Achmea Group may make an unlimited number of copies of it to circulate the Software within the Achmea Group. Indications of property rights and copyrights included on the original copies are not removed in this process.

26 Documentation

- 26.1 Supplier gives Achmea documentation written in the Dutch language about the properties and possibilities for use that are correct, complete and understandable for the end user.
- 26.2 Supplier ensures that the documentation remains up-to-date. Supplier adapts the documentation as soon as possible at its expense if it is incomplete, unclear, out-of-date or incorrect and also if the Performance or the equipment changes. Supplier provides this adapted documentation to Achmea.

27 Installation

- 27.1 Supplier takes care of the installation of the Software, unless Achmea indicates it will do this by itself. Installation also includes migration and if necessary conversion of existing data files.
- 27.2 If Supplier knew or should have known that adaptations to equipment or other software are necessary, Supplier will take care of them as part of the agreed order.

28 Quality Software

- 28.1 Supplier guarantees that the Software:
- functions and will continue to function in line with the specifications and requirements in the Agreement (including the documentation) and the reasonable expectations of Achmea in that framework; and
 - is free of errors in the material design and programming errors and does not contain diseases, viruses, the possibility to deactivate the Software or other foreign elements.
- 28.2 This guarantee shall be valid from the acceptance by Achmea and will be valid for the duration of one year.
- 28.3 Supplier will test the Software with respect to the abovementioned issues prior to the delivery and it will only deliver it if it fulfils the requirements. If Supplier is also responsible for the installation and testing in the environment of Achmea, then Achmea will make a test environment available.

29 Acceptance

- 29.1 Achmea may carry out an acceptance test on the Software to check whether the Software fulfils the Agreement and can be used in the production environment.
- 29.2 Acceptance of the Software takes place by written confirmation of Achmea or by use for more than a month in a production environment of Achmea without the occurrence of a failure or defect. If the delivery takes place in parts or if a system consists of different components, Achmea may perform an acceptance test on the entire system as soon as it is available, besides the interim acceptance of the individual parts or components. Acceptance does not detract from the guarantee included in Article 28.
- 29.3 If Achmea does not accept the Software, Supplier will, at the discretion of Achmea: (i) repair the defects free of charge within a reasonable period, or (ii) repay the fees Achmea paid for the Software. Other rights and remedies Achmea has on the basis of the Agreement continue to apply. Once Achmea will have received the repaired version of the Software, Achmea may again perform the acceptance test.

30 Maintenance and support

- 30.1 This Article is applicable if maintenance is agreed.
- 30.2 Supplier ensures a consistent version policy and shares it with Achmea. New Versions and Releases are made available in time and contain at least the same functionality as previous versions and releases. Achmea is not obliged to use a new Version or Release.
- 30.3 Supplier ensures that the Software is and remains compatible with the releases (also including security fixes) of the operating system on which the Software is installed and that are described as upward compatible by the Supplier of the platform. Supplier also ensures that the Software is compatible with the operating system of a new platform that replaces the original platform. A new Version or Release may not negatively influence the functionality of the Software of the platform and its correct and reliable functioning.
- 30.4 Maintenance and support may not decrease the availability of the Software. If it cannot reasonably be prevented that Achmea can temporarily not use the Software because of maintenance and support, Supplier asks Achmea for permission beforehand and the consequences thereof for the business activities of Achmea will be limited as much as possible.
- 30.5 As far as the Software is intended for compliance with legislation and regulations, the Software will timely be modified or updated if changes take place, so that it continues to function.

31 Escrow

- 31.1 At the request of Achmea, Supplier will deposit the source code of the Software with an independent custodian under conditions that are customary in the branch.
- 31.2 This custodian will directly release the source code, without additional conditions and free of charge, to Achmea if Supplier:
- asks for a suspension of payment or goes bankrupt,
 - ceases its activities without transferring its obligations under the Agreement to a third party;
 - fails to such a degree in the performance of its obligations under the Agreement that the use of the Software as intended by Achmea is at risk as a consequence thereof.
- 31.3 Supplier ensures that that the deposited version of the Software is and remains identical to the version of the Software that is used by Achmea. The release also concerns the information that is necessary to give a reasonably experienced and qualified software developer complete insight into the structure of the Software. Supplier informs Achmea about each deposit.
- 31.4 After release, Achmea may use, improve and maintain the Software without any restrictions and develop products derived from it (for the benefit of the Achmea Group) without any restrictions. Achmea may also have these activities carried out for it by its service providers.

e. cloud services

If Cloud services are provided, parts A, B, D and E apply.

32 Definitions

Cloud services: cloud or hosting services, i.e. services that store or process data of the Achmea Group on equipment of or under the responsibility of Supplier.

33 Data and right of use

- 33.1 All data the Supplier processes as part of the Cloud services (**Achmea data**), are and remain the property of Achmea. Achmea data qualify as confidential information. For the duration of the Agreement, Supplier obtains a non-exclusive, non-transferrable, global right of use for the Achmea data and any Software Achmea may have provided to Supplier (**Achmea Software**) as far as this is necessary to carry out this Agreement.
- 33.2 Supplier grants the Achmea Group a non-exclusive, non-transferrable and global right for the access to and the use of the Cloud services from each location for the duration of the Agreement and any exit period after that. Supplier will give Achmea the required access keys and access certificates for this purpose.
- 33.3 If Supplier grants the Achmea Group access to content or software of third parties as part of the Cloud services, Supplier guarantees that it has obtained the required permission from those third parties. The indemnification in Article 5 also applies to infringement claims caused by such content or software of third parties.
- 33.4 Supplier grants the Achmea Group an irrevocable, non-exclusive, eternal licence, as far as it concerns the Software given in escrow by Supplier, to be used from the moment the Software is released from escrow.
- 33.5 Supplier will immediately inform Achmea about any request from public officials, supervisory authorities or third parties for inspection or surrender of data of which Achmea data are part. Supplier is obliged to refuse such a request as far as Achmea data are concerned and to put up a defence against it in consultation with Achmea.

34 Security cloud services

- 34.1 Supplier ensures that each physical and virtual service location is a secure environment that is only accessible for qualified staff. If a connection is made between a service location and: (i) a system or network of the Achmea Group or (ii) the internet, Supplier will ensure that such a connection is safe and that unauthorised third parties do not have access to the service location, a system or network of Achmea or Achmea data.
- 34.2 Supplier will continue to take appropriate technical and organisational measures to secure and protect the Achmea data against unauthorised or illegitimate processing and unintended loss, destruction or damage. Besides, Supplier will keep Achmea data separate from data of other clients. Supplier will also take care of a separation between the Software and the data server.
- 34.3 Supplier ensures that all Achmea data are backed up at an appropriate frequency and that they are stored in a secured environment. At the first request of Achmea and at the expiry or termination of the Agreement, Supplier will provide Achmea with a copy of such a back-up in a format agreed by parties, so that Achmea can read out and process these Achmea data in its own systems.
- 34.4 Supplier allows Achmea to store the Achmea data from the webserver or a comparable mechanism of Supplier in a format that is at the discretion of Achmea so that it can make its own back-ups in this way. This does not discharge Supplier from its obligation to always continue and make adequate back-ups of the Achmea data.
- 34.5 Before commencement of the Performance, the location (of the data server) where Supplier will store the Achmea data is known and Achmea has agreed with it. This location may not be altered without prior written permission of Achmea.

35 Continuity of the provision of services

- 35.1 Supplier will take measures that protect continuity, against reasonably foreseeable incidents that may threaten the provision of services and access to the Cloud services. Supplier will document the measures that protect continuity and provide insight into them at the request of Achmea.
- 35.2 Each incident for which Supplier has obliged itself to take measures that protect continuity is fully attributable to Supplier. In the event of such an incident, Supplier may not invoke force majeure.
- 35.3 Supplier will not alter the Cloud services in such a way that, as a consequence, functionality decreases or a conflict with Article 2.1 arises.

36 Availability

- 36.1 Supplier will always allow Achmea, in any case up to 90 days after the expiry or termination of the Agreement (and longer at the request of Achmea if necessary), to collect Achmea data and the Achmea Software from the Cloud services. The agreed service levels apply here.
- 36.2 At the expiry or termination of the Agreement, Supplier will lend Achmea all support that is necessary to convert and collect the Achmea data in a format agreed by parties so that Achmea can migrate Achmea data to and process Achmea data in its own systems or those of an alternative Supplier.
- 36.3 Supplier will destroy all Achmea data and Achmea Software it still holds, in line with the most recent and certified destruction standards, once Achmea will successfully have converted and collected the Achmea data and Achmea Software from the systems used by Supplier for the provision of the Services and once Achmea will have migrated the Achmea data and Achmea Software to and processed the Achmea data and Achmea Software for a month, without failures or defects, in its own systems or those of an alternative Supplier. This obligation also applies to back-ups.