

## Seqrite Managed Security Service Portal (MSSP) End-User License Agreement

### IMPORTANT

PLEASE READ THIS SEQRITE MANAGED SECURITY SERVICE PORTAL (MSSP) END-USER LICENSE AGREEMENT (HEREINAFTER REFERRED TO AS THE “AGREEMENT”) CAREFULLY BEFORE USING OR TRYING TO ATTEMPT TO USE THIS SEQRITE MSSP PRODUCTS AND SERVICES (HEREINAFTER REFERRED TO AS THE “SERVICES”).

BY USING THESE SERVICES OR BY ACCEPTING OUR SERVICES USAGE AGREEMENT POLICY, (SUCH ACTION WILL CONSTITUTE A SYMBOL OF YOUR CONSENT AND SIGNATURE), YOU ACKNOWLEDGE AND ADMIT THAT YOU HAVE READ, UNDERSTOOD AND AGREED TO ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT. THIS AGREEMENT ONCE ACCEPTED BY “YOU” [AS AN INDIVIDUAL (ASSUMING YOU ARE HAVING ABOVE 18 YEARS AND/OR LEGAL CAPACITY TO ENTER INTO AN AGREEMENT), OR THE COMPANY OR ANY LEGAL ENTITY THAT WILL BE USING THE SERVICES (HEREINAFTER REFERRED TO AS 'YOU' OR 'YOUR' FOR THE SAKE OF BREVITY)] SHALL BE A LEGALLY ENFORCEABLE AGREEMENT BETWEEN YOU AND QUICK HEAL TECHNOLOGIES LIMITED (FORMERLY KNOWN AS QUICK HEAL TECHNOLOGIES PVT. LTD), PUNE, INDIA (HEREINAFTER REFERRED TO AS “SEQRITE MSSP or SEQRITE”). YOU SHALL HAVE THE RIGHTS TO USE THE SERVICES FOR YOUR OWN USE SUBJECT TO THE TERMS AND CONDITIONS MENTIONED IN THIS AGREEMENT OR AS AMENDED BY SEQRITE MSSP FROM TIME TO TIME. IF YOU DO NOT AGREE TO ALL THE TERMS AND CONDITIONS BELOW, DO NOT USE THESE SERVICES IN ANY WAY.

In consideration of payment of the License Fee, evidenced by the Payment Receipt, Seqrite MSSP grants You, a non-exclusive and non-transferable right for your own use only. Seqrite MSSP reserves all rights not expressly granted, and retains the Intellectual Property Rights, Proprietary Rights, title and ownership of the software and services. This Software and the accompanying written materials are the property of Seqrite and are copyrighted.

License Fees paid to Seqrite MSSP is considered only towards a non-exclusive and non-transferable right to use “Managed Security Service Portal (MSSP)”. Other add-on applications such as “Updates”, “Upgrades”, and so on are provided free of cost.

### 1. Definitions

- A. “**Distributors**” means the authorized distributors, sub-distributors or other business partners of Seqrite, selling Seqrite range of products, including sales through Internet.
- B. “**License period**” means the period as more particularly described in this Agreement.  
“**Device**” means the personal digital assistants, computers, smartphones, handheld devices, or other electronic devices for which the software/service
- C. is specifically designed (for which, system requirements have been described particularly in the user manual or on our website of Seqrite (<https://www.seqrite.com>)).

D. “**Normal working hours**” shall mean 09:30 a.m. to 6:30 p.m. India Standard Time (IST) on working days and "Working Days" means Mondays to Fridays inclusive, but excluding bank and public holidays in India.

“**Open Source Software**” means any software or software component or technology that is subject to an open source license. Open source licenses

E. are generally licenses that make source code available for free modification and distribution, but can also apply to technology received and distributed solely in object code form. Examples of open source licenses include: (a) GNU's General Public License (GPL) or Lesser/Library GPL (LGPL); (b) the OpenSSL License; (c) the Mozilla Public License; (d) the Berkeley Software Distribution (BSD) License; and (e) the Apache License.

F. “**Support**” means the Technical Assistance in order to use the software/services, provided by Seqrite, which may or may not be chargeable to you.

For more details, please refer to the website of Seqrite ( <https://www.seqrite.com>).

G. “**Third Party Materials**” means software, services, websites, offers and promotions or products provided by any third party and governed by Third Party Terms and Conditions.

H. “**Third Party Terms and Conditions**” means any license agreements, terms of use, terms of service, privacy policies and other conditions established by third parties governing access to or use of Third Party Materials.

I. “**Updates**” means collections of any or all virus definition files including detections and solutions for new viruses along with the corrections, improvements or modifications to the software/service.

J. “**Upgrades**” means any correction, improvement, modification or yearly enhancements in the form of the new version of the software/service, which Seqrite generally releases whenever required.

K. “**User Manual**” means the user guide, Help guide, and other documentation provided with the software/service, updated agreements provided on the website of Seqrite ( <https://www.seqrite.com>), explanatory or other materials as provided from time to time by Seqrite.

“**You**” means the “**End User**” which means:

An individual (such an individual) installing/using/legally acquiring the right to use this software/service on his/her own behalf and every other

i. person (whether authorized or not by such an individual) who uses/has the possession of the device on which the software/service is installed or activated; or

L. An organization (including but not limited to a partnership, joint venture, Limited Liability partnership, Limited Liability Company, Company of any nature, Trust, Governmental Authority, Unincorporated Organization, Association of Persons) or any person (such person) who have been

ii. authorized by such an organization to download, install, and use the software/service, accept the Agreement on behalf of the organization and every other person (whether authorized or not by such person) who uses/has the possession of the device on which the software/service is installed or activated.

## 2. Do's & Don'ts

You can:

- A. i. Install or activate the software/service in a network, provided you have a valid license for each this purpose.
- ii. Avail Seqrite MSSP service to manage your device.
- B. You cannot:
  - i. Emulate or adapt any portion of the software/service.
  - ii. Sublicense, rent, or lease any portion of the software/service.
  - iii. Try making an attempt to reveal/discover the source code of the software/service.
  - iv. Debug, decompile, disassemble, modify, translate, or reverse engineer the software/service.
  - v. Create derivative works based on the software/service or any portion thereof with sole exception of a non-waivable right granted to you by any applicable legislation.
  - vi. Remove or alter any copyright notices or other proprietary notices or statutory notices on any copies of the software/service.
  - vii. Reduce any part of the software/service to human readable form.
  - viii. Use the software/service in the creation of data or software used for detection, blocking or treating threats described in the user manual.
  - ix. Use for unlicensed and illegal purpose.
  - x. Test or benchmark, or disclose or publish testing or benchmark results, without earlier written consent of Seqrite MSSP.

## 3. Activation

You can activate the product through the Internet; data charges may apply. You may also need to reactivate the product if you happen to re-install the product due to any reasons. There are technological measures in this product that are designed to prevent unlicensed or illegal use of the product. You agree that we may use those measures. You agree that the Seqrite MSSP may use the measures that can control and prevent piracy of the licenses of software/service.

## 4. License Terms & Conditions

- A. You are entitled to use this software/service from the date of purchase/license activation date until the end of the period for which the license is purchased.
- B. You understand, agree, and accept that you are entitled for the updates via Internet and technical support via the telephone for the duration of the license period.
- C. You agree and understand that any unauthorized usage of this software/service or breach of any or all terms and conditions stated in the Agreement shall result in automatic and immediate termination of this Agreement as granted hereunder. Further, this may result in criminal and/or civil action by Seqrite and/or its agents against you including but not limited to the right to block the key file/license key/product key without any prior intimation/notice to you. No refund will be paid to you in this regard.
- D. If you have acquired the specific language localization of the Software, you will not be able to

activate the software by applying the activation code of other language localization.

## 5. General Disclaimers

### A. You agree, accept, and acknowledge:

- i. That you are solely responsible for the configuration of the software/services, settings, and the actions or inactions that result from such actions and Seqrite shall not have and shall assume no liability/responsibility in any case and the Clause of Indemnification shall be applicable.
- ii. That Seqrite shall not have and shall assume no liability/responsibility for any data deletion, including but not limited to any deletion/loss of personal, and/or confidential data; and/or uninstallation of third-party apps; and/or change in settings; specifically authorized by you or occurs due to the actions, inactions (whether intentional or not) by you or any third party whom you have authorized to use, handle your device due to features of this software/services.
- iii. That to avail/use certain features of the software/services such as updates and upgrades, you may be required to incur certain costs and that Seqrite does not warrant that the usage of certain features of the software/services are free of cost and that Seqrite shall not entertain and expressly disclaims, any claim for reimbursement of any expenses including but not limited to any direct or incidental expenses arising out of your usage of such features of this software.
- iv. That you are solely responsible and shall comply with all applicable laws, regulations of India and any applicable foreign/trans-national laws including without limitation, privacy, data protection, obscenity, confidentiality, copyright laws for using any report, data, information derived as a result of using this software.
- v. That while using this software/service, Seqrite suggests some actions to be initiated by you in your sole benefit, for example “Seqrite MSSP may suggest you to uninstall infected applications”, however such actions are suggestive and Seqrite takes no responsibility/liability if you perform such suggestive actions or not and Seqrite assumes no responsibility/liability for any result or liability arising out of such actions/inactions.

## 6. Open Source Software

You hereby acknowledge that the Software may contain Open Source Software (as defined above). The Open Source Software, if any, contained in the Software, shall be governed by the terms and conditions as is mentioned in detail in the applicable Open Source Software license. Nothing in this Agreement limits your rights under, or grants You rights that supersede, any Open Source Software license. You acknowledge that the Open Source Software license is solely between You and the applicable licensor of the Open Source Software. All the terms of all applicable Open Source Software licenses, if any shall be binding on You and will be complied by You. License, copyright and trade mark information for the Open Source Software are disclosed in the links given herein below. Quick Heal is not obligated to provide any maintenance or support for the Open Source Software or any Product Software that has been modified by You pursuant to an Open Source

Software license.

## **7. Support**

Seqrite offers free technical support to assist you in the usage of this software/service, for example, Live Chat with technical support team. The technical support team may, at your discretion, take remote access of your computer. The availing of this support will be solely at your discretion and you are solely responsible to take backup of the existing data/software/programs in your device before availing such a support and you are liable to bear all the direct, indirect, and consequential cost associated to it. Seqrite will not be held responsible for any loss of data, any kind of direct/indirect/consequential loss or damage to data/property arising during this entire process. If at any point of time the Technical Support team is of the opinion that it is beyond their scope, it will be the sole discretion of Seqrite to suspend, cease, terminate, or refuse such support as Seqrite does not claim any warranty and/or guarantee of any kind in providing the support feature.

## **8. Email/Electronic Communication**

Once you register the software/service, Seqrite may communicate with you on the contact information submitted during the registration process through email or any other electronic communication device. The communication can be for the purpose of product renewal or product verification for your convenience.

## **9. Updates & Upgrades**

As a registered user, you are entitled to receive virus database updates and version upgrade as and when released free of cost during the license period, subject to the terms and conditions mentioned herein.

## **10. Data Privacy**

Seqrite MSSP and/or distributor may collect the following information which may or may not contain any personally identifiable information either with or without your discretion/permission solely for statistical purpose or enhancing and evaluating the ability, effectiveness, and performance of Seqrite's product in identifying and/or detecting the malicious behavioral pattern, inherently fraudulent websites and other Internet security threats/risks. The information may be used to provide quick and better technical support to the legitimate customers.

Password entered by the end users during registration/log in is/are stored on Seqrite server in encrypted format. This information will not be correlated with any personally identifiable information except as herein stated and shall include, but not limited to:

- A. Any type of executable files which the software/service may identify having a potentially malware behavioural pattern.
- B. Any type of information relating to the status of the software/service.
- C. Any type of URLs of websites visited that the software/service deems inherently and potentially fraudulent.
- D. Any type of information that software/service deems potentially fraudulent, posing security risks/threats.

- E. Any type of information for identifying the Media Access Control (MAC) address of the device on which the software/service has been installed or activated.
- F. Any type of information for identifying the Internet Protocol (IP) address and information required for effective license administration and enhancing product functionality and usability.
- G. You admit that the information/data as collected above can be used for analyzing, preventing and detecting the potential Internet security risks, publishing any type of data/reports/presentations on the trends collected, sharing the data to create awareness with any organizations, vendors.

## 11. Indemnification

A. You expressly understand, admit, agree, and warrant that in no event shall Seqrite and/or any of its directors, employees, agents, partners, distributors be liable from any and against all claims, expenses, suits, costs, demands, judgments whatsoever made by you and/or any third party for any direct, indirect, incidental, special, punitive, consequential and/or exemplary damages including, but not limited to damages for loss of business/profits, damages for loss of confidential/other information, failure to meet any statutory duty/duty of reasonable care/duty in good faith, economic/notional loss, loss for business interruption, goodwill, damage and loss of data or programs, or other intangible losses (even if Seqrite has been advised of the possibility of such damages), to the fullest extent permissible by law:

- i. Arising due to your usage of this software/service;
- ii. Your negligence or inability of using the software, service, or support;
- iii. Any dispute between you and third party with respect to availing this software/service;
- iv. Your violation of any rights of any other individual and/or entity;
- v. Your breach of the Agreement;
- vi. Your violation of any provisions under any laws/statutes/acts in India or abroad;
- vii. The failure of Seqrite to provide support service or any other service/information.

B. This limitation will apply to all causes of action whether arise in equity or tort, including but not limited to breach of contract, breach of warranty, negligence, strict liability, misrepresentations and hereby release Seqrite and/or its directors, employees, agents, distributors from any and all obligations, liabilities in excess of the limitation stated herein.

C. In the event, Seqrite and/or its directors, agents, employees, distributors are found liable, you understand and accept that the liability of Seqrite and/or

its directors, agents, employees, distributors shall be limited only up to and not exceed in any case the License Fee incurred by you in acquiring the software from Seqrite or its distributors/agents. This Clause shall survive the termination of this Agreement.

## 12. Limited Warranty and Disclaimers

- A. *Media Warranty* As the only warranty under this Agreement, and in the case of accident, abuse or misapplication, Seqrite warrants to the original Licensee only, that the disk(s) on which the software/service is recorded is free from defects in the materials and workmanship under normal use and

service for a period of thirty (30) days from the date of payment as evidenced by a copy of the payment receipt. Seqrite's only obligation under this Agreement is, at Seqrite's option, to either (a) return payment as evidenced by a copy of the receipt or (b) replace the disk that does not meet Seqrite's limited warranty and which is returned to Seqrite with the copy of the receipt.

- B. *Performance Warranty* This software/service provided by Seqrite is “AS IS” and “AS AVAILABLE” without warranty of any kind, expressed or implied, including but not limited to the implied warranties of merchantability, fitness, usage, performance, satisfactory quality, integration, applicability for a particular use and any other warranties are disclaimed to the fullest extent permissible pursuant to the applicable law.

Seqrite warrants that the licensed software/service, as delivered by Seqrite will conform to the descriptions in the user manual. However, Seqrite does not offer any warranty regarding the performance of software/service and shall not entertain any claim regarding the same. SEQRITE MAKES NO WARRANTIES OR CLAIMS THAT THE LICENSED SOFTWARE/SERVICE, OR UPGRADES WILL MEET YOUR REQUIREMENTS OR THAT THE USE OF THE LICENSED SOFTWARE, SERVICE, OPERATION, CONTENT UPDATES, AND UPGRADES WILL BE ERROR- FREE OR UNINTERRUPTED.

You understand and accept that this software/service will substantially perform according to the specifications and descriptions as stated in the user manual, as updated from time to time, subject to the following and Seqrite expressly disclaims any and all liabilities arising from the following circumstances:

- i. Incompatibility caused by any software/service and/or hardware components installed on your device;
  - ii. Any actions initiated by you or by third parties which were beyond the control of Seqrite; Any failures, malfunctions, defects resulting from abuse, improper installation, theft, misuse, accident, operation or maintenance, acts of God,
  - iii. alteration, power failures, casualty, repairs made by any party other than Seqrite, alterations, neglect, non-permitted modifications, acts of terrorism, and vandalism;
  - iv. The deficiencies, defects in your device and related infringements;
  - v. Your violations of the terms and conditions described in the user manual or in this Agreement.
  - vi. Inability of Seqrite support service to provide uninterrupted support, in a timely manner, or inability to meet any or all of your support requirements.
- C. *Third-Party Website Links* This software/service may include links to the third-party websites; you may redirect to such third-party websites as the user of this software/service. The third-party sites are not under the control of Seqrite and Seqrite is not responsible for the content of any third-party websites and/or any links contained in the third-party websites. Seqrite is providing these links to the third-party websites to you only for your convenience and Seqrite is not responsible for any kind of loss/ damage arising out of it and the access to or any other act on such third party links shall be entirely at your risk. You understand and accept that the software will provide protection to your device after activation/ sign up of the said software, until the deactivation of subscription or trial period or uninstallation, whichever is earlier. Further Seqrite shall not be held liable, if the software is deactivated /uninstalled

due to action/inaction of End user or third party during the period of activation.

### 13. Intellectual Property

The software, services, source code, activation code, license keys, documentation, systems, ideas, information, content, design, and other matters related to the software/service and trademarks are the sole proprietary and intellectual property rights of Seqrite protected under the Intellectual Property Laws and belongs to Seqrite. Subject to certain terms mentioned in respective open source license where used by Seqrite, nothing contained in this Agreement grants you or is intended to grant you any rights, title, interest to intellectual property, including without limitation any error corrections, enhancements, updates, or modifications to this software/service whether made by Seqrite or any third party. You understand and acknowledge that you are provided with a license to use this software/service subject to the terms and conditions of this Agreement.

This software/service may include certain third party components which are governed by the license agreements executed between Seqrite and the respective third party owners. [The third party components licensed under terms of the certain agreement requires Seqrite to disclose that Intellectual Property rights and ownership rights shall remain with Seqrite and/or its technology licensing partners respectively. Even if such third party components are governed by respective agreements/contracts, the disclaimers and the limitations shall apply as mentioned in this EULA.] All the title, ownership and all rights including Intellectual Property rights of the Third Party shall rest with the concerned Third Party only and the User shall also be liable to comply with their License Terms. Where applicable, such third party will be beneficiary of this EULA.

### 14. General

- A. **Force Majeure.** Seqrite will not be liable for any delay or failure to fulfil its obligations hereunder that results from an act of God, war, civil disturbance, government policies, or other cause/s beyond its control. Provided that Seqrite shall endeavour to complete the obligation within a reasonable period after happening of any event as covered under such force majeure.
- B. **Legal Jurisdiction.** This agreement and any matter relating thereto shall be subject only to jurisdiction of the Courts at Pune, India and shall be interpreted as per the terms of the law/s for the time being in force in India. Any dispute which may arise out of this Agreement, breach of terms and conditions under this Agreement, shall be settled by direct negotiations between you and Seqrite. In the case of failure to resolve the dispute in the manner set out above within 30 days from the date when the dispute arose, the dispute shall be referred to any arbitrators appointed by Seqrite. The venue of arbitration shall be Pune. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996 and Indian Laws and shall be conducted in the English language. The arbitrators shall also decide on the costs of the arbitration proceedings. To the extent possible, after the commencement of any arbitral proceedings, the parties thus engaged shall continue to perform their respective obligations under this Agreement. The provisions of this Clause shall survive termination of this Agreement. Subject to the provisions of this Clause,



the Courts in Pune, India shall have exclusive jurisdiction and the parties may pursue any remedy available to them at law or equity.

- C. **Complete Agreement.** This Agreement comprises the entire agreement between the parties regarding the subject matter, and supersedes any proposals, communications or advertising, oral or written, with respect to the software or subject matter of this Agreement. You shall be bound by any and all clauses of the Agreement updated and displayed on the website of Seqrite at <https://www.seqrite.com/eula> from time to time. The Agreement

displayed on the website will be the finally concluded and binding agreement between you and Seqrite for all legal purposes which include your each activation, reactivation, and renewal of this software. In case of any dispute/queries arising out of any translated versions of this Agreement, Seqrite

hereby expressly specifies and confirms that the English version as displayed on the website will be final for interpretation and the terms used, meaning conveyed in the English version will be authoritative and binding. Any waiver by either party of any violation of any provision of this Agreement by the other party will not be deemed to waive any other violation of the same or any other provision.

- D. **Severability.** If any of the provisions contained in this Agreement is found by a court of competent jurisdiction to be invalid, illegal, or unenforceable in any respect, the validity, legality, or enforceability of the remaining provisions contained herein shall not be in any way affected or impaired thereby and the balance of the Agreement will continue in full force and effect to the maximum extent permitted by law or equity while preserving, to the fullest extent possible, its original intent.
- E. **Survival.** The Clauses in this Agreement including not limited to rights to License Fees, “Indemnification”, “Limited Warranties & Disclaimers” and “Intellectual Property” shall survive expiration or termination of this Agreement.
- F. Subject to certain terms mentioned in respective open source license where used by Seqrite, You cannot assign your rights or delegate duties or obligations under this Agreement. The failure to exercise or delay in exercising a right or remedy by Seqrite under this Agreement shall not constitute a waiver of the right or remedy or a waiver of any prior, concurrent or subsequent right or remedy.
- G. The section numbers and headings are included merely for the convenience of the parties and are not to be construed in interpreting this Agreement.
- H. Seqrite reserves the right to amend this End-User License Agreement from time to time and will keep updated on its website at <https://www.seqrite.com/eula> and it would be binding on the end users. This is an essence of the agreement and use of this software/service.
- I. Seqrite reserves the right to co-operate with any legal process and may provide documents, information related to your usage of this software/service.

## 15. Third-Party Licenses

The software may include certain components, developed and owned by the some third parties, which are governed by license agreements executed between Seqrite and the respective third party owners. Additional restrictions applicable under the Open Source Software license, as well as third party

software license agreement, which are not specifically mentioned in this EULA, will be applicable.

## **16. Open Source Software (OSS) Licenses**

- A. This software may also include some software programs, codes, and content that are licensed or sublicensed to the user under the open source software (OSS) licenses.
- B. The software programs, code and content that Seqrite may use in its software may fall in any of the following OSS licenses. Seqrite may update this list from time to time.

[Open Source Software \(OSS\) Licenses](#)