

*Unless otherwise defined in this Schedule, capitalised terms used in this Schedule shall have the meanings ascribed to them in either the Calligo Master Services Agreement (MSA) or the Calligo Terms and Conditions for the Supply of Cloud Services (available at <https://calligo.cloud/licences>), whichever applies to you.*

## **1 Introduction**

- 1.1 This Policy describes how Calligo will contact the Client in various circumstances
- 1.2 This does not cover formal notices and requests made under the 'Notice' clause in the MSA and/or the Terms and Conditions.

## **2 Primary Contacts**

- 2.1 The Client will provide a list of client staff who will be the "Primary Contacts" for Calligo. Client will keep the list up to date and contact Calligo via the Viaje supportal with changes.
- 2.2 A Primary Contact is assumed by Calligo to have sufficient authority so that Calligo can act on their instructions.
- 2.3 A Primary Contact who has opted out of receiving email notifications from Calligo will not receive email communications as described in this Policy.

Although Calligo may (but is not obliged to) notify a Primary Contact by email of any changes to this Policy, it is the Client's responsibility to check the Calligo website at <http://www.calligo.cloud/licences> for updates and modifications to this Policy. Those updates and modifications will be binding on the Client (irrespective as to whether or not the Client has checked for changes and/or whether or not Calligo has given notice of any such changes).