



Information and Communication Technology Combined Liability Policy Wording



Contents

General Information & Important Notices	1		
How We protect Your privacy	1	Insolvency	10
General Insurance Code of Practice	1	Goods & Workmanship	10
Complaints and disputes	1	Punitive & Exemplary & Liquidated Damages	10
Intermediary Remuneration	2	Asbestos	10
We, Us and Our	2	Employers Liability, Directors' & Officers' Liability, Occupier's Liability, Motor, Marine, Aircraft	10
About PLUS Indemnity	2	Intentional or Dishonest Damage or Loss	10
Wholesale only	2	Aircraft Technology	10
Policy A - Professional Indemnity Policy	3	Radioactivity & Nuclear Hazards	10
Insuring Clauses	3	War & Uprisings	10
Insuring Clause clarifications	3	Terrorism	10
Extensions	3	Pollution	11
Compensatory Penalties	3	Other Insurance	11
Costs of responding to third party claims for equitable relief	3	Cyber	11
Enquiries – legal costs cover – including for regulatory, licensing, disciplinary or coronial enquiries	3	Limits & GST	11
Court Attendance Costs	4	Aggregate Policy Limit	11
Public Relations Cover	4	Aggregate Limit qualifications	11
Privacy Remediation Expenses	4	Limit of Cover for Claim Investigation Costs	12
Loss Mitigation and Rectification	4	Sub Limits	12
Hold Harmless Agreements	6	GST Input Tax Credits	12
Implied Warranties & Conditions – write-back	6	Claim Conditions	12
Contractual Liability Defence Costs	7	Investigation, defence and settlement of Claims	12
Contractors Cover	7	We must be told about Claims	12
Vicarious Liability	7	Claims co-operation	12
Continuous Cover	7	We can protect Our position	12
Reimbursement for restoration and replacement of documents not otherwise covered by the policy as a Civil Liability	8	We can manage the Claim (or Covered Claim) on Your behalf	12
Prior Corporate Entities	8	You must not admit liability for or settle any Claim (or Covered Claim)	12
Mergers & Newly Acquired Subsidiaries	8	Your right to contest	13
Prior Corporate Entities and Former Subsidiaries - Run-off Cover	8	Senior Counsel	13
Run-off cover until policy expiry date following mergers, acquisitions and winding up	8	Payments to settle potential Claims	13
Cover to Spouse, domestic partner, Estates, Administrators & Executors and Legal Representatives	8	Recovering money from Employees	13
Non-Renewal Extended Notification Period	8	Offsetting of costs & expenses You owe Us against what We owe You	13
Joint Venture	9	The Excess	13
What is not Covered	9	Advancement of Claim Investigation Costs	13
Claims or Facts which may give rise to any Claim or loss or liability or Enquiry	9	Allocation	13
Foreign Courts	9	Disclosure of information to Us in respect of the Cover and the Claim (or Covered Claim)	14
Assumed duty or obligation	9	Additional Special Provisions for Misappropriation of Money, Dishonesty and Fraud	14
Related parties	9	Premium Payment	14
Refund of Professional Fees and Trading Debts	9	Cover Beneficiaries	14
Profit	9	Loss Prevention	15
		Other Insurance Which May Cover The Risk	15
		Responsibilities and notification of change of material risk	15

The Proposal – Severability and Non-imputation	15	Run-Off Event	19
Authority to accept notices & to give instructions	15	Schedule	19
Deregistration	15	Senior Counsel	19
Payment in Australian dollars in Australia	15	Sub Limit(s)	19
Law of the Policy	16	Subsidiary	19
Territorial & Jurisdiction Limits	16	Terrorism	19
Schedule must be included	16	You / Your	19
Several Liability	16	We or Us or Our	19
Sanction Limitation and Exclusion	16	Policy B - Broadform Liability Policy	20
Cancelling the Policy - Part A	16	The Cover We provide	20
You can cancel the Policy	16	Supplementary Payments	20
We can cancel the Policy	16	Limit of Liability	20
How to read Part A of this Insurance Policy	16	What is Not Covered	20
Words with special meanings	16	Advertising Liability	20
Policy Interpretation	16	Agreement Limiting Rights	20
Definitions	17	Aircraft and Watercraft	20
Civil Liability	17	Aircraft Products	20
Claim (or Claims)	17	Asbestos	20
Claim Investigation Costs	17	Contractual Liability	20
Compensatory Civil Penalties	17	Cyber Risks	21
Cover (and ‘Covered’)	17	Damage to Your Products	21
Covered Claim	17	Electromagnetic Fields	21
Documents	17	Employer’s Liability	21
Employee	17	Faulty Workmanship	21
Enquiry (or Enquiries)	17	Fines and Punitive Damages	21
Excess	17	Libel and Slander	21
Former Principal	17	Loss of Use	21
Information Technology Products	18	Motor Vehicles	21
Information Technology Services	18	North American Jurisdiction	22
Insurers	18	Nuclear	22
Intellectual Property	18	Other Insurance	22
Joint Venture	18	Pollution	22
Known Circumstance	18	Product Recall	22
Malware	18	Product Recall and Repair	22
Named Insured	18	Professional Errors and Omissions Liability	22
Period of Insurance	18	Property in Physical or Legal Control	22
Personal Information	18	Sanctions	23
Policy	18	Silica	23
Policy Limit	18	Specific Products and Substances	23
Pollutants	18	Terrorism	23
Principal	18	War	23
Privacy Breach	18	Claims Provisions - Part B	23
Privacy Remediation Expenses	19	Claims Control	23
Privacy Regulations	19	Discharge of Liabilities	23
Proposal	19	Reasonable Care and Loss Risk Management	24
Publicity Campaign	19	Cross Liabilities	24

Subrogation	24	Tool of Trade	28
Goods and Services Tax	24	Vehicle	28
General Provisions - Part B	24	Watercraft	28
Alteration of Risk	24	We or Us or Our	28
Inspection and Premium Adjustment	25	You or Your	28
Other Insurances	25	Your Products	28
Insurance Arranged By Principal	25		
Cover Beneficiaries	25		
The Proposal – Severability and Non-imputation	25		
Authority to accept notices & to give instructions	25		
Premium Payment	25		
All Payments in Australian Dollars	25		
Law of the Policy	25		
Insurance Contracts Act	26		
Schedule must be included	26		
Cancelling the Policy - Part B	26		
You can cancel the Policy	26		
We can cancel the Policy	26		
How to read Part B of this Insurance Policy	26		
Policy Interpretation	26		
Words With Special Meaning	26		
Advertising Liability	26		
Aircraft	26		
Business	26		
Computer Virus	26		
Excess	26		
Geographical Limits	27		
Internet Operations	27		
IT Network	27		
Information Technology Products	27		
Medical Persons	27		
Named Insured	27		
North America	27		
Occurrence	27		
Period of Insurance	27		
Personal Injury	27		
Policy Limit	27		
Policy	27		
Products Liability	27		
Property Damage	27		
Proposal	28		
Public Liability	28		
Schedule	28		
Silica	28		
Silica Related Dust	28		
Terrorism	28		

General Information & Important Notices

How We protect Your privacy

We use information provided by **Our** customers to allow **Us** to offer **Our** products and services. This means **We** may need to collect **Your** personal information, and sometimes sensitive information about **You** as well (for example, **Your** claims history). **We** will collect this information directly from **You** where possible, but there may be occasions when **We** collect this information from someone else.

We will only use **Your** information for the purposes for which it was collected, other related purposes and as permitted or required by law. **You** may choose not to give **Us Your** information, but this may affect **Our** ability to provide **You** with insurance cover.

We may share this information with government and law enforcement bodies if required by law and others who provide services to **Us** or on **Our** behalf, some of which may be located outside of Australia.

By applying for, using or renewing any of **Our** products or services, or providing **Us** with **Your** information, **You** agree to this information being collected, held, used and disclosed as set out in this **Policy**.

You can access **Our** privacy policy at www.plusindemnity.au/privacy-policy.

You can access the **Insurers'** privacy policy on their website at:

<https://www.markel.com/privacy-policy> or

www.zurich.com.au/important-information/privacy

General Insurance Code of Practice

The Insurance Council of Australia Limited has developed the General Insurance Code of Practice ("the Code"), which is a voluntary self-regulatory code. The Code aims to raise the standards of practice and service in the insurance industry.

Lloyd's has adopted the Code on terms agreed with the Insurance Council of Australia. For further information on the Code please visit www.codeofpractice.com.au.

The Code Governance Committee (CGC) is an independent body that monitors and enforces insurers' compliance with the Code. For more information on the Code Governance Committee (CGC) go to www.insurancecode.org.au

Complaints and disputes

If **You** have any concerns or wish to make a complaint in relation to this **Policy**, **Our** services or **Your** insurance claim, please let **Us** know and **We** will attempt to resolve **Your** concerns in accordance with **Our** internal dispute resolution procedure. Please contact **Our** Complaints Officer detailed below in the first instance:

Complaints officer

PLUS Indemnity

Level 3, 84 William Street Melbourne 3000
PO Box 2 Collins Street West, Melbourne 8007
Email: admin@plusindemnity.au
Phone: 03 9939 9977

We will acknowledge receipt of **Your** complaint and do **Our** utmost to resolve the complaint to **Your** satisfaction within 10 business days.

If **We** cannot resolve **Your** complaint to **Your** satisfaction, **We** will escalate **Your** matter to Lloyd's Australia who will determine whether it will be reviewed by their office or the Lloyd's UK Complaints team.

Lloyd's contact details are:

Lloyd's Australia Limited
Email: ldraustralia@lloyds.com
Telephone: (02) 8298 0783
Post: Suite 1603 Level 16, 1 Macquarie Place,
Sydney NSW 2000

A final decision will be provided to **You** within 30 calendar days of the date on which **You** first made the complaint unless certain exceptions apply.

You may refer **Your** complaint to the Australian Financial Complaints Authority (AFCA), if **Your** complaint is not resolved to **Your** satisfaction within 30 calendar days of the date on which **You** first made the complaint or at any time. AFCA can be contacted as follows:

Telephone: 1800 931 678
Email: info@afca.org.au
Post: GPO Box 3 Melbourne VIC 3001
Website: www.afca.org.au

Your complaint must be referred to AFCA within 2 years of the final decision, unless AFCA considers special circumstances apply. If **Your** complaint is not eligible for consideration by AFCA, **You** may be referred to the Financial Ombudsman Service (UK) or **You** can seek independent legal advice. **You** can also access any other external dispute resolution or other options that may be available to **You**.

The **Insurers** of this **Policy** agree that:

if a dispute arises under this **Policy**, this **Policy** will be subject to Australian law and practice and the **Insurers** will submit to the jurisdiction of any competent Court in the Commonwealth of Australia; any summons notice or process to be served upon the **Insurers** may be served upon:

*Lloyd's Underwriters' General Representative in Australia
Suite 1603
Level 16*

*1 Macquarie Place
Sydney NSW 2000*

who has authority to accept service on the **Insurers'** behalf;

if a suit is instituted against any of the **Insurers**, all **Insurers** of this **Policy** will abide by the final decision of such Court or any competent Appellate Court.

In the event of a claim arising under this **Policy** notice should be given as soon as reasonably possible to:

PLUS Indemnity

Level 3, 84 William Street Melbourne 3000
PO Box 2 Collins Street West, Melbourne 8007
Email: claims@plusindemnity.au

Intermediary Remuneration

PLUS Indemnity pays remuneration to insurance intermediaries when **We** issue, renew or vary a policy the intermediary has arranged or referred to **Us**. The type and amount of remuneration varies and may include commission and other payments. If **You** require more information about remuneration **We** may pay **Your** intermediary **You** should ask **Your** intermediary.

We, Us and Our

For the purposes of this **Policy**, '**We**', '**Us**', and '**Our**' means PLUS Indemnity, ABN 14 606 511 639 - on behalf of the **Insurers**.

About PLUS Indemnity

PLUS Indemnity ABN 14 606 511 639, specialises in general insurances (including professional indemnity, malpractice insurance, information & communication technology general liability and similar insurance products). Pacific Indemnity's Australian Financial Service Licence number is 480863.

PLUS Indemnity issues and administers the **Policy** (including handling and settling claims). In arranging this insurance **Policy**, PLUS Indemnity is acting as an agent of the **Insurers** and not as **Your** agent.

Wholesale only

PLUS Indemnity is only licensed to offer or provide General Insurance products or services which do not include any of the following types of General Insurance (which are defined by the *Corporations Act 2001* (Cth) as "retail"): Motor Vehicle, Home Building, Home Contents, Sickness and Accident, Consumer Credit, Travel, Personal or Domestic Property, Medical Indemnity or any other kind of General Insurance which has been prescribed by the Corporations Regulations.

Policy A - Professional Indemnity Policy

Insuring Clauses

We will **Cover You** for awards of damages and awards of claimant's costs against **You** resulting from any **Claim** for **Civil Liability** arising from:

- a) the performance of **Information Technology Services**; or
- b) the provision of **Information Technology Products**.

by or on behalf of the **Named Insured**.

We do this only for **Claims** which:

- a) are made against **You** during the **Period of Insurance**; and
- b) **We** are told about in writing as soon as reasonably possible during the **Period of Insurance**; and
- c) arise out of an act, error or omission after the Retroactive Date, if any, specified in the **Schedule**.

We will also pay on **Your** behalf (and as needed advance) **Claim Investigation Costs** for **Covered Claims**. We are not however obliged to defend, or to continue to defend, any **Claim** or pay, or continue to pay **Claim Investigation Costs**, once the **Policy Limit** (or the applicable **Sub Limit**, as the case may be) has been exhausted.

The **Cover** provided by this **Policy** is subject to the Insuring Clauses, all of the terms, conditions, exclusions and limits contained in or endorsed on this **Policy** and the payment of the Gross Premium stated in the **Schedule**.

Insuring Clause clarifications

For clarity, and subject to the terms, conditions, exclusions and limits of the **Policy**, **Civil Liability** covered by this **Policy** includes (but is not necessarily limited to) liability arising from performance of **Information Technology Services**; or the provision of **Information Technology Products** for the following:

- Breach of professional duty;
- Breach of confidentiality;
- Breach of privacy;
- Breach of fiduciary duty;
- Defamation;
- Loss of or damage to **Documents** including data (to the full **Policy Limit**);
- Liability for the dishonest, fraudulent, criminal or malicious acts or omissions of persons for whom **You** are responsible – vicarious liability (subject to the Additional Special Provisions for Misappropriation of Money, Dishonesty and Fraud);
- **Intellectual Property** breaches;
- Breaches of the consumer protection provisions of the *Competition and Consumer Act 2010* (Cth) and corresponding consumer protection provisions of New Zealand and Australian state and territories Fair Trading legislation and any antecedents to any of this legislation (but not for criminal liability in respect of any such matters);

- Misleading and deceptive conduct breaches under Australian Securities and Investment Commission Act 2001;
- Vicarious Liability;
- Unintentional breaches of warranty of authority.

Extensions

Each of the following extensions automatically applies unless otherwise stated in the endorsements or the **Schedule**. Each of the extensions is subject to the Insuring Clause and all other terms, exclusions, conditions and the **Policy Limit** and **Sub Limits** of this **Policy** unless otherwise expressly stated.

Compensatory Penalties

Notwithstanding the Punitive & Exemplary & Liquidated Damages exclusion, **We Cover Claims** for **Compensatory Civil Penalties**. **Our** total liability for the payment of **Compensatory Civil Penalties** under the **Policy** shall not exceed \$250,000 in the aggregate, which is included within and not in addition to the **Policy Limit**.

However, **We** will not be liable to **Cover You** for any **Compensatory Civil Penalty**:

- a) that **We** are legally prohibited from indemnifying;
- b) based upon, attributable to or in consequence of any:
 - (i) wilful, intentional or deliberate failure to comply with any lawful notice, direction, enforcement action or proceeding under any legislation; or
 - (ii) gross negligence or recklessness; or
 - (iii) relating to any requirement to pay taxes, rates, duties, levies, charges, fees or any other revenue charge or impost.

A separate **Excess** will apply to each **Compensatory Civil Penalty** payable under this extension.

Costs of responding to third party claims for equitable relief

In so far as an action for equitable relief is brought against **You** while this **Policy** is in force (arising from the performance of **Information Technology Services** or the provision of **Information Technology Products** by or on behalf of the **Named Insured**) and **We** are told about this in writing as soon as reasonably possible while this **Policy** is in force, then **We** will also pay on **Your** behalf (and as needed, advance) the **Claim Investigation Costs** of any such action up to **Sub Limit** of \$100,000.

Enquiries – legal costs cover – including for regulatory, licensing, disciplinary or coronial enquiries

For those **Enquiries** of which **You** first become aware (and of which **We** are told about in writing as soon as reasonably possible) while this **Policy** is in force, **We Cover You** and **Your Employees** up to \$250,000 in the aggregate in respect of **Claim Investigation Costs** for **Your** representation at any such Enquiry. This **Cover** does not extend to paying **Your** regular or overtime wages, salaries or fees, or those of **Your Employees**.

The **Excess** applicable to the **Cover** provided under this extension is the **Excess** stated in the **Schedule**.

Court Attendance Costs

For any person described in a) and b) below who is required to physically attend at Court for the purposes of giving evidence as a witness in connection with a **Covered Claim**, it is agreed that **Claim Investigation Costs** will include the following payments, per day on which attendance in court is required:

- a) Payable to any **Principal** or **Former Principal** - \$500
- b) Payable to any **Employee** - \$250

No **Excess** shall apply to this Section of the **Policy**.

Public Relations Cover

We will pay the reasonable and necessary fees, costs and expenses of a public relations consultant retained by the **You** with **Our** prior written consent (which shall not be unreasonably withheld or delayed) to design and implement a **Publicity Campaign** approved by **Us**, to prevent or mitigate damage to the reputation in consequence of a **Covered Claim** arising from the provision of **Information Technology Services** or the provision of **Information Technology Products**.

Our total liability for the payment of such fees, costs and expenses of a public relations consultant under the **Policy** shall not exceed a **Sub Limit** of \$50,000 any one claim and \$100,000 in the aggregate, which is included within and not in addition to the **Policy Limit**.

The **Excess** applicable to the **Cover** provided under this extension is the **Excess** stated in the **Schedule** for each and every **Publicity Campaign**.

Privacy Remediation Expenses

We will pay **Privacy Remediation Expenses** only if either:

- a) **We** incur them; or
- b) **You** incur them, and **We** are told about such expenses in writing as soon as reasonably possible during the **Period of Insurance**.

Our total liability for the **Cover** provided by this extension shall not exceed \$250,000 in the aggregate.

For the purpose of this extension only, the following definitions apply:

(i) Privacy Remediation Expenses

The reasonable and necessary legal expenses, public relations expenses, postage expenses, and related advertising and communication expenses incurred by **You** to comply with **Privacy Legislation** mandating notification of third parties in the event of a **Privacy Breach** that results in the compromise or potential compromise of such third parties **Personal Information**, maintained by **You** or otherwise residing on a **Computer Network** operated by **You** or on **Your** behalf.

(ii) Computer Network

Interconnected electronic, wireless, web, cloud or similar systems (including all hardware, firmware and software) used to process data or information in an analogue, digital, electronic or wireless format including, but not limited to, computer programs, electronic data, operating systems, servers, media libraries, associated input and output devices, mobile devices, networking equipment, websites, extranets, intranets, off line storage facilities (to the extent that they hold electronic data), and electronic backup equipment.

(iii) Personal Information

Any information as defined in the Privacy Act 1988 (Cth) and the Privacy Amendment (Enhancing Protection) Act 2012 (Cth) and other Australian or New Zealand Federal, State, Territory or local privacy legislation (including health specific privacy legislation) and any rule or regulation promulgated thereunder.

(iv) Privacy Breach

A breach of confidentiality, infringement, or violation of any right to privacy (including, but not limited to, a breach of **Your** privacy policy), breach of a person's right of publicity, intrusion upon a person's seclusion, or public disclosure of **Personal Information** which arises from the provision or performance of **Information Technology Services**.

(v) Privacy Legislation

The following, as well as similar statutes and regulations, as they currently exist and as amended, associated with the confidentiality, access, control, and use of personally identifiable, non-public information including, but not limited to:

1. the Privacy Act 1988 (Cth) and the Privacy Amendment (Enhancing Protection) Act 2012 (Cth) and other Australian or New Zealand Federal, State, Territory or local privacy legislation (including health specific privacy legislation) and any rule or regulation promulgated there-under; and
2. privacy provisions of Australian or New Zealand competition and consumer protection laws.

Loss Mitigation and Rectification

We will reimburse **You** the direct costs and expenses reasonably and necessarily incurred by **You** with **Our** prior written consent (which will not be unreasonably withheld) in taking reasonable and necessary steps to rectify or to mitigate the effects of any of **Your** acts, errors or omissions done or omitted in the performance of **Information Technology Services** or the provision of **Information Technology Products** that would otherwise result in a **Claim Covered** by the **Policy**. Provided always that **You** first discover such act, error or omission during the **Period of Insurance** and as soon as reasonably possible notify **Us** of such act, error or omission during the **Period of Insurance**.

We will not reimburse:

- a) fees referred to in part (a) below;
- b) **Product Recall Expenses.**

Our total liability for the payment of such direct costs and expenses under the **Policy** shall not exceed \$250,000 in the aggregate.

a) **Fee Mitigation**

Notwithstanding the exclusion for Refund of Professional Fees & Trading Debts, **We** will **Cover You** for any reasonable fees invoiced by **You** to a customer but in an attempt to mitigate a **Covered Claim** these fees have not been collected by **You**. This **Cover** is only provided on the basis that:

- (i) such fees are in respect of **Information Technology Services** actually having been provided by **You** to the customer;
- (ii) the customer has refused to pay such fees during the **Period of Insurance** and the basis of such refusal is expressed by the customer (either in writing or verbally and recorded in writing by **You**) to be a direct consequence of a **Covered Claim**;
- (iii) a request for payment under this **Policy** extension is first made by **You** and notified to **Us** in writing during the **Period of Insurance**;
- (iv) **You** reasonably substantiate that:
 - 1. **You** have taken reasonable steps to collect such fees and that this is evidenced in writing;
 - 2. **You** have legal advice that taking further steps to collect such fees may lead to a **Claim**; and
 - 3. the probability of a **Claim** being brought against **You** is substantially reduced by desisting in further efforts to collect such fees.
- (v) if a **Claim** were to be made, it would not otherwise be excluded by the **Policy**;
- (vi) **You** cooperate with **Us** as required in the Conditions of this **Policy**. **We** will only request cooperation relevant to handling **Your** claim and **We** will explain why it is needed;
- (vii) if a payment is made under this part of this extension, **You** must not take any further steps to collect any sums from the customer in respect of such fees. If **You** breach this condition and a **Claim** is made against **You**, then there shall be no **Cover** under any part of this **Policy** in respect of such **Claim**;
- (viii) if a payment is made under this part of this extension and a **Claim** relating to the provision of substantially the same **Information Technology Services** is subsequently made, then any amounts paid under this part of this extension are deemed to have been paid on account of such **Claim**;

(ix) there is no **Cover** under this part of this extension in respect of:

- 1. elements of profit included in the fees or any taxes or statutory charges; or
- 2. the direct costs and expenses referred to in part a) above; or
- 3. **Product Recall Expenses**;

(x) determination of payment of such fees under this part of the extension is at **Our** sole discretion; and

(xi) **Our** total liability, for any such reasonable fees invoiced by **You**, under the **Policy** shall not exceed \$250,000 in the aggregate.

b) **Product Recall Expenses**

- (i) Notwithstanding the Goods & Workmanship exclusion, **We** will **Cover You** for **Product Recall Expense** in respect of the necessary **Recall of Your Information Technology Products** (which have left **Your** possession or control and which have been manufactured, produced, processed, assembled, constructed, erected, installed, repaired, serviced, treated, sold, supplied, resupplied or distributed by **You**) caused by an **Event** notified to **Us** in writing as soon as reasonably possible during the **Period Of Insurance**.
- (ii) Notwithstanding part (i) above, **We** do not provide **Cover** for any **Products Recall Expense** arising out of or in any way connected with the following:
 - 1. any of **Your Information Technology Products** of the same trade or brand name but different batch, code or other identification from that which is the subject of the notification of the **Event** pursuant to part (i) of this Product Recall Expenses extension;
 - 2. inherent deterioration, decomposition, corruption, maturation or transformation of **Your Information Technology Products** or its packaging;
 - 3. loss of customer approval or confidence, or any costs incurred to regain customer approval, or other consequential loss;
 - 4. any pre-existing condition in **Your Information Technology Products** that may result in a **Claim** under this part of this extension;
 - 5. mislabelling or non-labelling of **Your Information Technology Products** or any container or packaging in relation to a 'use by' or 'best before' date authorised or required by a Government agency or body;
 - 6. continued use by **You** of materials that have been banned or declared unsafe by a Government agency or body or other responsible body;
 - 7. the Genetic Modification of **Your Information Technology Products** or ingredient in **Your Information Technology Products**;

8. **Your Information Technology Products** which have been manufactured, sold, handled or distributed more than twelve (12) months prior to the inception of this **Policy**; or
 9. any liability assumed by **You** under any agreement or contract unless the liability or obligation is assumed by **You** under any warranty required or imposed by Federal or State legislation in respect to product safety.
- (iii) For the purposes of this part of this extension:
1. **Event** means the first discovery by **You** that the use or consumption of **Your Information Technology Products** has resulted or may result in bodily injury, death, illness or disability or physical damage to or destruction of tangible property which necessitates **Recall**, but only where such **Recall** is necessary because of:
 - a) the accidental introduction or the accidental substitution of a deleterious substance in the manufacture of **Your Information Technology Products**; or
 - b) error or deficiency in the manufacture, design, blending, mixing compounding or labelling of **Your Information Technology Products**, but only if such error or deficiency is known or recognised as such in the industry; or
 - c) a ruling of a Government or other regulatory body requiring **You** to **Recall** any of **Your Information Technology Products** as a result of any of the matters set out clauses a) or b) above.

However, the matters set out in clauses a), b), or c) above need not have occurred where **Your Information Technology Products** are not manufactured by **You**, provided that the **Recall** is unintended and unexpected by **You**.
 2. **Genetic Modification** means the modification of any living organism in which the genetic material has been altered through gene technology.
 3. **Products Recall Expense** means the reasonable and necessary costs incurred by **You** and with **Our** prior written consent (which shall not be unreasonably delayed or withheld) in relation to any **Event** for:
 - a) communications to **Your** customers and to the public including media announcements;
 - b) external advice to prepare such communications;
 - c) transporting any of **Your Information Technology Products** from the purchaser, distributor, retailer or user to a place designated by **You**;
 - d) the hire of necessary additional persons to conduct the duties performed by **Your** regular employees;
 - e) expenses incurred by employees for transportation and accommodation;
 - f) the hiring of additional warehouse or storage space; and
 - g) properly disposing of **Your Recalled Product** and packaging materials that cannot be reused.

Product Recall Expenses does not include:

 - i. the direct costs and expenses referred to in part (a) of this extension for Loss Mitigation & Rectification; or
 - ii. fees referred to in part (a) of this extension for Fee Mitigation.
 4. **Recall** means the recovery, Mitigation of or control of any of from a purchaser, distributor, retailer or user.
- The **Excess** applicable to this **Product Recall Expenses** extension is the **Excess** stated in the **Schedule** each and every **Event**.
- Our** total liability for **Product Recall Expenses** under the **Policy** shall not exceed \$250,000 in the aggregate.
- ### Hold Harmless Agreements
- Notwithstanding the Assumed duty or obligation exclusion in this **Policy**, where, in the course of the provision of the **Information Technology Services You** contract with another party to carry out all or part of the **Information Technology Services** and such contract includes a **Hold Harmless Agreement**, then **Cover** under this **Policy** will not be derogated from solely by reason of **You** having agreed to such **Hold Harmless Agreement**.
- For the purpose of this extension only, 'Hold Harmless Agreement' shall mean mutual obligations between **You** and the other contracting party to:
- a) hold each other harmless against; and
 - b) indemnify each other against; and
 - c) release each other from,
- any liability for any loss or damage in connection with the **Information Technology Services**.
- ### Implied Warranties & Conditions – write-back
- Notwithstanding the exclusion for Assumed duty or obligation, **We** will **Cover You** for awards of damages and awards of claimant's costs against **You** in respect of a **Claim** alleging breach of warranty or condition implied in a contract under common law and/or imposed under the terms of the Australian Consumer Law or any similar Fair Trading legislation of any State or Territory of Australia, to the extent it results directly from any of **Your** acts, errors or omissions in the performance of **Information Technology Services** or in the provision of **Information Technology Products**.

Contractual Liability Defence Costs

Notwithstanding the Assumed duty or obligation exclusion within this **Policy**, **We** will **Cover You** for **Claim Investigation Costs** which **We** consider reasonable and necessary in defending **You** against any **Claim** which:

- a) is made against **You** while this **Policy** is in force; and
- b) **We** are told about in writing as soon as reasonably possible while this **Policy** is in force; and
- c) arise from an act, error or omission on or after the Retroactive Date as specified in the **Schedule** and which arise out of:
 - (i) a liability under a contractual warranty, guarantee or undertaking; or
 - (ii) a breach of an indemnity and/or hold harmless term of a written contract

to the extent that such liability or breach resulted from any of **Your** act, error or omission in the performance of **Information Technology Services** or the provision of **Information Technology Products**.

Our total liability for the payment of such legal costs and expenses under the **Policy** shall not exceed a **Sub Limit** of \$100,000 in the aggregate, which is included within and not in addition to the **Policy Limit**.

Contractors Cover

This **Policy** extends to **Cover**, as if they were **You**, any Contractors provided that:

- a) **You** agree to being jointly and severally liable for any payment due under this **Policy**; and
- b) Contractors claiming **Cover** agree in writing within a reasonable time of notification of the **Covered Claim** to **Us** to be:
 - (i) bound by this **Policy**; and
 - (ii) liable individually, and together with **You** for paying the **Excess** (or any other payment due to **Us** under this **Policy**) in respect of any **Cover** provided to the Contractor under this **Policy**.

For the purposes of this extension 'Contractor' means a person, firm or incorporated body who was, at the time of the relevant act, error or omission giving rise to the **Covered Claim**:

- a) providing the **Information Technology Services** for and on **Your** behalf;
- b) under **Your** direction, control & supervision in the provision of the **Information Technology Services**; and
- c) had a written contract with **You** to provide the **Information Technology Services** for or on **Your** behalf.

Vicarious Liability

The performance by **You** of **Information Technology Services** or the provision of **Information Technology Products** includes, for the purpose of this **Policy**, acts, errors or omissions of **Your** agents or consultants while undertaking work pursuant to a contract with **You** which is reasonably incidental to **Your** performance of **Information Technology Services** or the provision of **Information Technology Products** and for which **You** are liable. Such agents and consultants, however, are not **Covered** by this **Policy** (except to the extent described under the extension for Contractors Cover).

Continuous Cover

We **Cover You** for any **Claim**, otherwise **Covered** by this **Policy**, arising from a **Known Circumstance** (notwithstanding the exclusion for **Claims** arising from Known Circumstances within this **Policy**) if:

- a) there has been no fraudulent non-disclosure or fraudulent misrepresentation in respect of such **Known Circumstance**; and
- b) **We** were **Your** information and computer technology professional liability insurer when **You** first knew of such **Known Circumstance**; and
- c) **We** continued without interruption to be **Your** information and computer technology professional liability insurer up until this **Policy** came into effect; and
- d) had **We** been notified by **You** of the **Known Circumstance** when **You** first knew of it, **You** would have been entitled to **Cover** under the policy in force at that time but are not now entitled to be **Covered** by that policy, and **You** would (but for the Claims or Facts which may give rise to any Claim or loss or liability or Enquiry exclusion of this **Policy**) otherwise be **Covered** under this **Policy**; and
- e) neither the **Claim** nor **Known Circumstance** have previously been notified to **Us** or to any other insurer.

If **You** were entitled to have given notice under any other policy of insurance but did not (for whatever reason) and have therefore lost an entitlement to indemnity, then this Continuous Cover extension does not apply to provide indemnity under this **Policy** to the extent that indemnity would have otherwise been available to **You** had you provided the notice required under that other policy of insurance.

We may reduce the amount **We** pay out under this extension by the amount that fairly represents the extent to which **Our** interests were prejudiced as a consequence of any delayed notification to **Us**.

The **Policy Limit** of the **Cover** **We** provide under this extension is the lesser available under the terms of the policy in force at the time referred to in paragraph d) above, or under this **Policy**. The terms of this **Policy** otherwise apply.

Reimbursement for restoration and replacement of documents not otherwise covered by the policy as a Civil Liability

We agree to reimburse **You** the reasonable and necessary costs for the restoration or replacement of **Your** documents (which are associated with the performance of **Information Technology Services** or the provision of **Information Technology Products** by you) which have been unintentionally destroyed, damaged, lost or mislaid in the performance of **Information Technology Services** or the provision of **Information Technology Products** by **You** and after diligent search or attempts to recover the documents they cannot be found. Provided that;

- a) the loss damage or destruction (as the case may be) is first discovered during the **Period of Insurance** and you report this to us as soon as reasonably possible after such discovery; and
- b) there is no cover under this extension for consequential or indirect loss except if specifically covered by this **Policy**. This means **We** will not pay for any direct or indirect financial or economic loss, for example loss of use or enjoyment, loss of profits or depreciation.

There is no cover under this extension for loss due to damage to documents caused by gradual deterioration, wear and tear or the action of insects or rodents.

Our total liability for loss under this extension shall not exceed the **Sub Limit** of \$250,000.

Prior Corporate Entities

This **Policy** extends to **Cover**, as if they were **You**, corporate entities (still owned by **You**) through which **You** previously traded, in the course of the performance of **Information Technology Services** or the provision of **Information Technology Products**.

This extension of **Cover**, however, is subject to receipt by **Us**, at the time of such **Covered Claim**, of an express written request from the **Named Insured** under the **Policy** to so extend the **Cover**.

Mergers & Newly Acquired Subsidiaries

This **Policy** extends to **Cover** entities (practicing in the same professional discipline as **You**) in respect of **Claims** arising from the performance of **Information Technology Services** or the provision of **Information Technology Products** of substantially the same type as those **Covered** by this **Policy**, which are merged with or acquired by **You** while this **Policy** is in force. This **Cover** is only an interim **Cover** for a maximum of thirty days from the date of the merger or acquisition (or until the **Policy** expires if that is sooner). **We** may agree to extend this period (subject to additional premium) after receipt of a satisfactory underwriting submission in respect of the merged or acquired entity. The Retroactive Date for such **Cover** is deemed to be the date of the merger with or acquisition by **You** unless **We** otherwise agree in writing.

Prior Corporate Entities and Former Subsidiaries - Run-off Cover

This **Policy** extends to **Cover** (as if they were **You**):

- a) corporate entities through which the **Named Insured** previously traded, in the course of the performance of **Information Technology Services** or the provision of **Information Technology Products**, provided that those corporate entities are still owned by the **Named Insured**; and
- b) any of **Your** former **Subsidiary** companies or other former incorporated entities,

provided that such **Cover** shall only apply in respect of:

- (i) **Claims** arising from the performance of **Information Technology Services** or the provision of **Information Technology Products**; and
- (ii) acts, errors or omissions which occurred after the Retroactive Date specified in the **Schedule** and prior to the date on which such **Subsidiary** ceased to be **Your Subsidiary** or ceased to trade.

This extension of **Cover**, however, is subject to receipt by **Us**, at the time of any such **Claim**, of an express written request from the **Named Insured** under the **Policy** to so extend the **Policy Cover**.

Run-off cover until policy expiry date following mergers, acquisitions and winding up

In the event that a **Run-Off Event** occurs to **You** during the **Period of Insurance**, then the **Cover** provided by this **Policy** shall continue until the expiry date of this **Policy** but only in respect of any **Claim** otherwise **Covered** by this **Policy** arising from any act, error or omission prior to the date of the **Run-Off Event**.

Cover to Spouse, domestic partner, Estates, Administrators & Executors and Legal Representatives

If **You**, or anyone entitled to **Cover** under this **Policy**, dies or becomes legally incompetent or insolvent, **We Cover Your** spouse, domestic partner, estate, legal representative or assigns, or the party entitled to **Cover**, to the same extent as **Cover** would otherwise have been available to **You**, but only in respect of **Your** acts, errors or omissions and not of the spouse, domestic partner, estate, administrator, executor, legal representatives or assigns.

Non-Renewal Extended Notification Period

- a) In the event that this **Policy** is not renewed or is cancelled for any reason, other than non-payment of premium, then **You** have until such time that **You** effect another insurance policy which **Covers** substantially the same risk as this **Policy**, either with **Us** or any other insurer(s), or a period of thirty (30) days commencing on the day immediately following expiry/cancellation of this **Policy**, whichever is sooner, to notify **Us** of any **Claims** made against **You** while this **Policy** is in force.

- b) **Cover** under this extension:
- (i) does not reinstate or increase the **Policy Limit** or extend the **Period of Insurance**;
 - (ii) will only apply to acts, errors or omissions committed or alleged to have been committed by **You** before the end of the **Period of Insurance** or the cancellation date of this **Policy** where this **Policy** has been cancelled; and
 - (iii) is limited to **Claims** and **Enquiries** arising from an act, error or omission which occurred on or after the Retroactive Date specified in the **Schedule**.

Joint Venture

- a) If the name of a **Joint Venture** is specified in the **Schedule**, then **We Cover You** for **Your** individual and joint liability in respect of that **Joint Venture** as otherwise **Covered** by this **Policy**.
- b) If the name of the **Joint Venture** is not specified in the **Schedule** then **We Cover You** only for **Your** acts, errors or omissions arising from the performance of **Information Technology Services** or the provision of **Information Technology Products** as otherwise **Covered** by this **Policy**.

What is not Covered

We do not **Cover You** for or in respect of:

Claims or Facts which may give rise to any Claim or loss or liability or Enquiry

Claims, or facts which may give rise to any **Claim** or loss or liability or **Enquiry**:

- a) known to **You** at the inception date of this **Policy**; or
- b) arising from a **Known Circumstance**; or
- c) directly or indirectly based upon, attributable to, or in consequence of any **Known Circumstance** or known **Claims**, losses, liabilities or **Enquiries**; or
- d) disclosed in the **Proposal** or arising from or associated with facts or circumstances disclosed in the **Proposal**; or
- e) if the **Policy** is endorsed or amended mid-term, arising from a **Known Circumstance** (as at the effective date of the amendment or endorsement) to the extent that the **Claim** would not have been **Covered** by the **Policy** before such amendment or endorsement.

Foreign Courts

Claims:

- a) first brought in or determined pursuant to the laws of, the United States of America or the Dominion of Canada, or their territories or protectorates; or
- b) in respect of the enforcement of judgments, orders or awards obtained in or determined pursuant to the laws of the United States of America or the Dominion of Canada, or their territories or protectorates; or
- c) where the proper law of the United States of America or the Dominion of Canada, or their territories or protectorates is applied to any of the issues in any **Claim** or **Covered Claim**, **Covered** by this **Policy**.

Assumed duty or obligation

Claims which:

- a) allege a liability under a contractual warranty, guarantee or undertaking (unless the liability would have existed regardless of the contractual warranty, guarantee or undertaking); or
- b) arise from circumstances where a right of contribution or indemnity has been given up by **You**; or
- c) arise from circumstances where someone has done work or provided services under an arrangement or agreement with **You** which limits any potential right for **You** to receive contribution or indemnity from that person; or
- d) arise from any **Civil Liability** which **You** agree to accept in connection with the performance of **Information Technology Services** or the provision of **Information Technology Products** which is more onerous than that which **You** would otherwise have at common or statute law; or
- e) arise from any business not conducted for or on behalf of the **Named Insured**.

Related parties

Claims against any of **You** brought by or on behalf of:

- a) any other of **You**; or
- b) any company in respect of which **You** or any person or party specified in a) above holds (beneficially or otherwise) more than 10% of the voting shares or rights and/or an executive role; or
- c) any trust in respect of which **You** or any person or party specified in a) above is a trustee and/or beneficiary and/or has a direct or indirect financial interest; or
- d) any other person, firm or incorporated body having control of over 10% or more of the voting shares or rights or an executive role in the operation of the **Named Insured**.

Refund of Professional Fees and Trading Debts

Claims:

- a) for (or calculated by reference to) the refund of professional fees or charges (by way of damages, offset or otherwise); or
- b) for the costs and expenses incurred by **You** or on **Your** behalf in complying with any contractual obligations or making good any faulty product; or
- c) directly or indirectly arising from the provision of cost guarantees, estimates of probable costs, estimates of probable financial savings or contract price or cost estimates being exceeded; or
- d) related to a liability to pay trading debts, or the repayment of any loan.

Profit

Any forgone or un-realised profit. In particular, there is no **Cover** under this **Policy** for any component of profit which would have been derived or derivable by **You** from the sale or supply of any goods, services or rights by **You** or on **Your** behalf.

Insolvency

Liability or loss directly or indirectly arising out of **Your** insolvency, bankruptcy or liquidation.

Goods & Workmanship

Claims:

- a) directly or indirectly arising from the sale, supply or distribution of **Information Technology Products** which are known or suspected by **You**, (or a reasonable person in **Your** professional position would have known or suspected) to be defective or ineffective or incapable of substantially fulfilling the essential purpose for which it is intended or to perform as specified, warranted (whether express or implied) or guaranteed; or
- b) for the cost of withdrawal, recall, inspection, repair, modification, replacement and loss of use of **Information Technology Products** (or of any property of which it forms a part) where such **Information Technology Products** are withdrawn from the market or public use because of a known or suspected defect, deficiency or inadequacy in **Information Technology Products**.

Punitive & Exemplary & Liquidated Damages

For punitive, aggravated or exemplary or liquidated damages or for fines or penalties. Further, this **Policy** does not provide **Cover** for any investigation or defence costs associated with such damages, fines or penalties.

Asbestos

Claims which would not have arisen but for or in respect of the existence of asbestos.

Employers Liability, Directors' & Officers' Liability, Occupier's Liability, Motor, Marine, Aircraft

Claims:

- a) directly or indirectly based upon, attributable to or in consequence of **Your** liability as an employer; or
- b) for bodily injury (including mental anguish or emotional distress), sickness, disease or death of any employee, apprentice, contractor, volunteer or any worker who is under **Your** direction, control and/or supervision or for whose workplace safety **You** are responsible;
- c) arising out of or in respect of actual or alleged unlawful discrimination (or other unlawful act, error or omission) by any of **You** against any employee or employment applicant; or
- d) arising out of or in respect of actual or alleged acts, errors or omissions of any of **You** who is a director or officer of any incorporated body and while acting in that capacity; or
- e) arising from occupation (or alleged occupation) of land or buildings by any of **You**; or
- f) arising from or in respect of **Your** liability as an owner or operator of any aircraft, marine craft or motor vehicles of any kind.

Intentional or Dishonest Damage or Loss

Intentional or dishonest damage or loss:

- a) arising from **Your** acts, errors, omissions or conduct, or acts, errors, omissions or conduct by a party otherwise entitled to **Cover** under this **Policy**, with the intention (or with reckless disregard for the consequences) of either:
 - (i) causing loss, damage or injury (including mental or emotional damage), or
 - (ii) depriving a third party (or another of **You**) of a tangible or intangible asset or thing to which they are entitled.
- b) arising from any wilful breach of any statute, contract or duty by **You**.
- c) arising from **Your** fraudulent or dishonest or criminal or malicious acts or omissions or conduct.

This exclusion does not restrict **Cover** otherwise provided under the **Policy** for vicarious liability for the dishonest, fraudulent, criminal or malicious acts or omissions of persons for whom **You** are responsible.

Aircraft Technology

Claims directly or indirectly arising out of **Information Technology Products, Information Technology Services or Documents** relied upon, used within or in any way related to aircraft, aircraft component parts or aircraft maintenance or spacecraft or other aerial device including their control or flight path.

Radioactivity & Nuclear Hazards

Claims arising from:

- a) ionising radiations or contamination by radioactivity from any nuclear material; or
- b) the hazardous properties of any nuclear explosive, assembly or component.

War & Uprisings

Claims arising directly from:

- a) war, invasion, acts of foreign enemies, civil or military uprisings, hostilities (even if war is not declared), or government power being taken unlawfully; or
- b) property being taken, damaged or destroyed by a government or public or local authority.

Terrorism

Claims directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with:

- a) any act of **Terrorism** regardless of any other cause or event contributing concurrently or in any other sequence to the loss, damage, illness, injury, death, cost or expense; or
- b) any action in controlling, preventing, suppressing, retaliating against, or responding to any act of **Terrorism**.

Pollution

Claims arising directly or indirectly from the discharge, dispersal, release or escape of **Pollutants** into or upon land, the atmosphere, or any water course or body of water.

Other Insurance

Claims or losses for which **Cover** is provided or available under Part B - Broadform Liability - of this **Policy**.

Cyber

- a) any loss, damage, liability, claim, costs, expense, fines, penalties, mitigation costs or any other amount directly caused by, directly resulting from or directly arising out of:
 - (i) a **Cyber Act**; or
 - (ii) denial of service of or denial of access to any **Computer System**;
provided the **Computer System** is owned or controlled by **You** or any other party acting on **Your** behalf in either case; or
 - (iii) the receipt or transmission of malware, malicious code or similar by **You** or any other party acting on **Your** behalf.
- b) any of **Your** own loss, damage, costs (other than legal costs incurred in the defence of actual or potential liability), expense, fines, penalties or mitigation costs directly caused by, directly resulting from or directly arising out of any partial or total unavailability or failure of any **Computer System** owned or controlled by **You** or any other party acting on **Your** behalf.
- c) any loss, damage, liability, claim, costs, expense, fines, penalties, mitigation costs or any other amount directly or indirectly caused by, directly or indirectly resulting from or directly or indirectly arising out of any failure or interruption of service provided:
 - (i) to **You** or any other party acting on **Your** behalf by an internet service provider, telecommunications provider or cloud provider but not including the hosting of hardware and software owned by **You**;
 - (ii) by any utility provider, but only where such failure or interruption of service impacts a **Computer System** owned or controlled by **You** or any other party acting on **Your** behalf.
- d) any loss, damage, liability, claim, costs, expense, fines, penalties, mitigation costs or any other amount for actual or alleged breach of **Data Protection Law** by **You** or any other party acting on **Your** behalf.
- e) any **Cover** for costs of reconstituting or recovering lost, inaccessible or damaged documents owned or controlled by **You** or any other party acting on **Your** behalf in this **Policy** shall not apply to **Data**.

Except as expressly provided in this Exclusion, or by other restrictions in this **Policy** specifically relating to the use of, or inability to use, a **Computer System**, no **Cover** otherwise provided under this **Policy** is restricted solely due to the use of, or inability to use, a **Computer System**.

Nothing in this exclusion restricts **Cover** offered under the **Privacy Remediation Expenses** extension in the **Policy**.

For the purposes of this Exclusion the following definitions apply:

Computer System means any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned, including any associated input, output, data storage device, networking equipment or back up facility.

Cyber Act means an unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof, involving access to, processing of, use of or operation of any **Computer System**.

Data means information, facts, concepts, code or any other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by a **Computer System**.

Data Protection Law means any applicable data protection and privacy legislation or regulations in any country, province, state, territory or jurisdiction which govern the use, confidentiality, integrity, security and protection of personal data or any guidance or codes of practice relating to personal data issued by any data protection regulator or authority from time to time (all as amended, updated or re-enacted from time to time).

Limits & GST

Cover under this **Policy** shall not exceed the **Policy Limit** for any one **Claim** or series of **Claims** (including **Covered Claims**) arising from the same or interrelated acts, errors or omissions. For the purposes of this **Policy**, all such **Claims** shall be deemed to have been made against **You** in the earliest **Period of Insurance** in which such a **Claim** is first made against **You** (or during which **You** first become aware of facts that might give rise to a **Claim**).

Where the same **Claim** is made against more than one of **You** then the limit is not increased by reason of the number of persons against whom the **Claim** is made.

Aggregate Policy Limit

Subject to the above and the following qualifications, **We** will provide **Cover** to a maximum of twice the **Policy Limit** for all **Claims Covered** by this **Policy**.

Aggregate Limit qualifications

To the extent permitted by law, if there is other insurance **Cover** available to **You**, then subject to Section 45 of the *Insurance Contracts Act 1984* (Cth), **Cover** in excess of one **Policy Limit** (up to a maximum of twice the **Policy Limit**) is only available for so much of the liability (otherwise **Covered** by this **Policy**) which is not **Covered** by such insurance.

Limit of Cover for Claim Investigation Costs

Where **Cover** is provided under this **Policy** for any **Claim**, then **Claim Investigation Costs** are payable in respect of that **Claim** in addition to the **Policy Limit** but only up to an amount equal to the **Policy Limit**. The aggregate amount **We** will pay in total for **Claim Investigation Costs** for or in respect of all **Claims Covered** by this **Policy** shall not exceed an amount equal to twice the **Policy Limit**.

Sub Limits

If this **Policy** or the **Schedule** indicates any **Sub Limits** for specific types of **Cover** under this **Policy**, then the applicable **Sub Limits** and not the **Policy Limit** apply only to these **Claims**. These **Sub Limits** are included within and not in addition to the **Policy Limit**.

GST Input Tax Credits

- a) Where and to the extent that **We** are entitled to claim an Input Tax Credit for a payment made under the **Policy**, then any monetary limit in the **Policy** on **Our** obligation to make such a payment, shall be net of **Our** entitlement to the Input Tax Credit.
- b) Where and to the extent that **You** are entitled to claim an Input Tax Credit for a payment required to be made by **You** as an **Excess**, then the amount of the **Excess** shall be net of **Your** entitlement to the Input Tax Credit.
- c) Where payment is made under this **Policy** for the acquisition of goods, services or other supply, **We** will reduce the amount of the payment by the amount of any Input Tax Credit that **You** are, or will be, entitled to under *A New Tax System (Goods and Services Tax) Act 1999* (Cth) in relation to that acquisition, whether or not that acquisition is made.
- d) Where payment is made under this **Policy** as compensation instead of payment for the acquisition of goods, services or other supply, **We** will reduce the amount of the payment by the amount of any Input Tax Credit that **You** would have been entitled to under *A New Tax System (Goods and Services Tax) Act 1999* (Cth) had the payment been applied to acquire such goods, services or other supply.

Claim Conditions

You have certain responsibilities that are set out in this section and in the **Policy**. These responsibilities also apply to any person that is **Covered** by the **Policy**.

If **You** do not meet these responsibilities, **We** may refuse to pay a **Claim** or **Covered Claim** or reduce **Cover** under the **Policy**. **We** may also decide to cancel the **Policy** if permitted in accordance with the provisions of the *Insurance Contracts Act 1984*(Cth).

The course of action **We** take when **You** fail to do any of these things will be considered in each circumstance based on what impact or effect **Your** failure to do so caused or contributed to the **Claim** or **Covered Claim** or changes **Our** liability under the **Policy**.

Investigation, defence and settlement of Claims

We must be told about Claims

You must tell **Us** in writing about any **Claims** or losses as soon as reasonably possible and while this **Policy** is in force. If this is not done, **Your** right to **Cover** under this **Policy** may be affected.

Claims co-operation

Each of **You** must:

- a) diligently do, and allow to be done, everything reasonably practicable to avoid or lessen **Your** liability in relation to a **Claim** (or **Covered Claim**) or loss otherwise **Covered** by this **Policy**; and
- b) as soon as reasonably possible give to **Us** the help and information that **We** may reasonably require to:
 - (i) investigate, mitigate and defend a **Claim** or loss; and
 - (ii) determine **Our** liability under this **Policy**.

We will only request information and documents relevant to handling **Your** claim and **We** will explain why it is needed.

We can protect Our position

When **We** receive a notification of a **Claim**, or **Covered Claim**, then **We** can take whatever action **We** consider appropriate to protect **Our** position.

This does not, however:

- a) indicate that any of **You** is entitled to be **Covered** under this **Policy**; or
- b) prejudice **Our** rights under the **Policy** or at law.

We can manage the Claim (or Covered Claim) on Your behalf

We can:

- a) take over and defend or settle any **Claim** (or **Covered Claim**) in **Your** name; or
- b) claim in **Your** name, any right that **You** may have for contribution or indemnity.

We will act reasonably in exercising this right. **We** will keep **You** reasonably informed and updated with the progress of any such matter.

You must not admit liability for or settle any Claim (or Covered Claim)

You must not:

- a) admit liability for, or settle any **Claim** (or **Covered Claim**); or
- b) incur any **Claim Investigation Costs** without first obtaining **Our** written consent (which will not be unreasonably withheld). If **Our** prior written consent is not obtained, **Your** right to **Cover** under this **Policy** may be affected.

Your right to contest

If **You** elect not to consent to a settlement that **We** recommend and **You** want to contest or continue the dispute or legal proceedings, then **We will** only **Cover You** (subject to the **Policy Limit**) for:

- a) the amount **We** could have settled the matter for; less
- b) the relevant **Excess** specified in the **Schedule**; plus
- c) the **Claim Investigation Costs** calculated to the date **You** elected not to consent to the settlement.

Senior Counsel

Unless a Senior Counsel, that both **You** and **We** agree to instruct, advises that the **Claim** or **Covered Claim** should be contested, then to the extent permitted by law (subject to Section 43 of the *Insurance Contracts Act 1984* (Cth)) neither **You** nor **We** can require the other to contest any legal proceedings about a **Claim** if the other does not agree to do so.

In formulating his or her advice, Senior Counsel must be instructed to consider the economics of the matter, having regard to but not limited to:

- a) the damages and costs likely to be recovered; and
- b) the likely costs of defence; and
- c) **Your** prospects of successfully defending the **Claim** or **Covered Claim**.

The cost of Senior Counsel's opinion will form part of the **Claim Investigation Costs**.

If Senior Counsel advises that the matter should be or is appropriate to be settled and if the terms of settlement which **We** recommend are within limits which are reasonable (in Senior Counsel's opinion and in the light of the matters he/she is required to consider), then **You**:

- a) cannot (subject to the provisions herein under the heading "**Your right to contest**") object to the settlement; and
- b) will be required to pay the relevant **Excess** specified in the **Schedule** as soon as reasonably possible.

Payments to settle potential Claims

Any money that **We** pay to settle anything which might give rise to a **Claim** (or **Covered Claim**), is taken to be:

- a) a payment to settle a **Claim** (or **Covered Claim**); and in addition,
- b) a payment for the purpose of calculating the total of all **Claims** (or **Covered Claims**) under this **Policy**.

Recovering money from Employees

We will not recover any amount paid out in respect of a **Claim** or loss under this **Policy** from any of **Your Employees** or former **Employees** unless the **Claim** (or **Covered Claim**) arose from dishonest, fraudulent, criminal or malicious acts or omissions of such **Employee** or former **Employee**.

Offsetting of costs & expenses You owe Us against what We owe You

If **We** incur costs or expenses above **Our** liability under the **Policy** for **Claim Investigation Costs**, then **You** will be required to pay whatever amount is above that liability as soon as reasonably possible after **We** ask for it.

We can offset that payment due from **You** against (and deduct that amount from) any amount **We** must pay to or on behalf of **You** under this **Policy**.

The Excess

- a) **We** only provide **Cover** (up to the **Policy Limit**) for that part of the **Covered Claim** above the **Excess** specified in the **Schedule**;
- b) There is no **Excess** for **Claim Investigation Costs** when **We** **Cover You** for the **Covered Claim**;
- c) Only one **Excess** is payable for any one **Claim** or series of **Claims** (including **Covered Claims**) arising from the same or interrelated acts, errors or omissions.

Advancement of Claim Investigation Costs

If **We** elect not to take over and conduct the defence or settlement of any **Claim**, then **We** will pay all reasonable and necessary **Claim Investigation Costs** provided that:

- a) **We** have not already denied indemnity under the **Policy**; and
- b) **Our** written consent is obtained prior to **You** incurring such **Claim Investigation Costs** (such consent not to be unreasonably withheld).

We reserve the right to recover any **Claim Investigation Costs** paid under this provision from **You**, in the event and to the extent that:

- a) **You** make an admission in writing of any fraudulent, dishonest, malicious or intentional conduct; or
- b) it is subsequently established, directly or indirectly, by admission, judgment or other final adjudication, that **You** were not entitled to **Cover** under this **Policy**.

Allocation

- a) If a **Claim** includes both matters which are **Covered** and matters which are not **Covered** by this **Policy**, then both **You** and **We** will allocate (based upon your relative legal and financial exposures to matters **Covered** and matters not **Covered** by this **Policy**) any amounts which have been incurred by **You** or on **Your** behalf.
- b) If both **You** and **We** cannot agree on an allocation of such amounts incurred by **You** or on **Your** behalf then:
 - (i) **We** will advance such portion of the **Claim Investigation Costs** which **We** deem to be **Covered** under this **Policy**, unless and until a different and final allocation is mutually agreed upon between **You** and **Us** or is judicially determined.
 - (ii) **We** may, in **Our** sole discretion, pay amounts (other than amounts for **Claim Investigation Costs**) which **We** deem to be **Covered** under this **Policy**, unless and until a different and final allocation is mutually agreed upon between **You** and **Us** or is judicially determined.

- (iii) any allocation of damages, **Claim Investigation Costs** or other amounts which are mutually agreed upon between **You** and **Us** or judicially determined in accordance with this provision will be applied retroactively to such amounts notwithstanding any prior payment or advancement, as the case may be, to the contrary.
- (iv) any allocation or advancement of **Claim Investigation Costs** will not apply to or create any presumption with respect to the allocation of amounts in respect of a **Claim**, other than in respect of **Claim Investigation Costs**.

Disclosure of information to Us in respect of the Cover and the Claim (or Covered Claim)

The solicitors instructed by **Us** for any **Claim** (or **Covered Claim**) can disclose to **Us** any information that they may receive in that capacity, wherever and from whomsoever they obtain it and notwithstanding that they may also be representing **You** in respect of the notified circumstance or **Covered Claim**. By claiming under this **Policy**, **You** (and any person entitled to indemnity under this **Policy**) authorise such solicitors to disclose this information to **Us**.

Additional Special Provisions for Misappropriation of Money, Dishonesty and Fraud

When the **Claim** under this **Policy** involves the theft or misappropriation of **Money** (excluding the theft or misappropriation from a trust account operated by **You**):

- a) the **Cover** is subject to the **Policy Limit** for all such **Claims**; and
- b) the **Cover** is subject to the **Policy** terms and conditions for **Claim Investigation Costs**, including the Limit of Cover for Claim Investigation Costs; and
- c) for any **Claim** or **Claims** (including **Covered Claims**) arising from one act, error or omission, the aggregate **Cover** under this **Policy** for **Claims** involving or arising from the theft or misappropriation of **Money** shall not exceed the **Policy Limit**; and
- d) the **Named Insured** will be required to pay only one **Excess** inclusive of **Claim Investigation Costs** for all **Covered Claims** involving or arising from the theft or misappropriation of **Money** arising from the one act, error or omission.

When the **Claim** under this **Policy** involves theft or misappropriation of **Money** from a trust account operated by the **Named Insured**, then **We** only provide **Cover**, if:

- a) the trust account was audited at least annually by a qualified independent accountant; and
- b) all cheques prepared on that trust account are required to be signed by a **Principal** or two authorised people;

- c) all electronic fund transfers are required to be authorised by a **Principal** and accounts which are accessible on line are reviewed at least weekly.

You must take and continue to take all reasonable precautions to prevent any **Claim** arising from fraud or dishonesty and continue to perform all the supervision, controls, checks and audits reasonably practicable to avoid or lessen a **Claim** arising from fraud or dishonesty.

We deduct from any money **We** pay for a **Claim** or loss arising from fraud or dishonesty:

- a) the amount of any money which **You** would have paid to the fraudulent, dishonest, criminal or malicious person the subject of **Cover** under this **Policy**, if they had not been fraudulent, dishonest, criminal or malicious; and
- b) the amount of any money of, or to which the person referred to in paragraph a) above is entitled, which **You** hold (if **We** can do so by law).

Notwithstanding express **Cover** extensions for vicarious liability arising from fraud or dishonesty of **Employees**, there is no **Cover** under this **Policy** to any person or entity the subject of **Cover** under this **Policy**, for any **Claim** or loss directly or indirectly based upon, or attributable to, or in consequence of any dishonest, fraudulent, criminal or malicious acts or omissions or conduct of which:

- a) any such person or entity had knowledge, or had reason to suspect, at or prior to the time of such acts or omissions; and
- b) failed to take any reasonable action to prevent.

There is no **Cover** under this **Policy** to any person who was a participant in any fraudulent or dishonest or criminal or malicious acts or omissions or conduct for any **Claim** arising from such acts or omissions or conduct.

For the purpose of this **Policy**, **Money** means local or foreign currency, coins, bank notes, cheques, travellers cheques, registered cheques, postal orders, money orders, negotiable instruments, bearer bonds or coupons, stamps and bullion.

General Provisions - Part A

Premium Payment

The **Cover** **We** provide in this **Policy** is subject to full payment of the Gross Premium as stated in the **Schedule**. Otherwise, any outstanding premium or part thereof may be deducted from the amount **We** pay **You**.

Cover Beneficiaries

In so far as **Cover** is extended under this **Policy** to individuals and entities who are not a contracting party under this **Policy**, such **Cover** is subject to those individuals and/or entities (as the case may be) agreeing in writing within a reasonable time of notification to **Us** of the **Claim** or **Covered Claim**:

- a) to be bound by the terms, conditions, exclusions and limits of this **Policy**;
- b) to be bound by obligations of utmost good faith as if they were a contracting party; and

- c) to be liable individually, and together with **You**, for paying the **Excess** (or any other payment due to **Us** under this **Policy**) in respect of any **Cover** provided to them under this **Policy**.

Loss Prevention

You shall, as a condition to **Cover** under this **Policy**, take all reasonable steps to prevent any act, error, omission or circumstance which may cause or contribute to any **Claim** or loss which may be **Covered** under this **Policy**.

Other Insurance Which May Cover The Risk

You must as soon as reasonably possible advise **Us** in writing of any insurance already affected or which may subsequently be affected covering, in total or in part and whether absolutely or contingently, the liability, **Claim**, loss or **Claim Investigation Costs**, or any part of them, **Covered** by this **Policy**.

Responsibilities and notification of change of material risk

- a) **You** must as soon as reasonably possible advise **Us** in writing of a material change in the risk, including but not limited to notifying **Us** if any of the following occurs during the **Period of Insurance**:
- (i) undertaking activities that are materially different from the **Professional Services**;
 - (ii) any cancellation or suspension, or loss of or condition imposed, upon any licence, registration or other authority required by **You** to conduct the **Professional Services**; or
 - (iii) **You** being insolvent, bankrupt or in liquidation; or
 - (iv) a **Run-Off Event**.
- b) When **We** receive notification of a change, **We** may decide to either:
- (i) continue **Cover** with no change to the premium payable;
 - (ii) reduce the premium payable and return any refund to the **You**;
 - (iii) charge **You** an additional premium (**You** can cancel the policy if the additional premium is not acceptable); or
 - (iv) cancel the **Policy** if permitted in accordance with the provisions of the *Insurance Contracts Act 1984* (Cth).
- c) It is important for **You** to know that **We** may make changes to this **Policy** as a result of a change in information. When there is a change, **We** will inform **You**.
- d) If **You** do not notify **Us** of a material change, **We** may refuse to pay a **Claim** or **Covered Claim** or reduce **Cover** under the **Policy**. **We** may also decide to cancel the **Policy** if permitted in accordance with the provisions of the *Insurance Contracts Act 1984* (Cth).

- e) The course of action **We** take when **You** fail to notify **Us** of a material change will be considered in each circumstance based on what impact or effect **Your** failure to do so caused or contributed to the **Claim** or **Covered Claim** or changes **Our** liability under the **Policy**.

The Proposal – Severability and Non-imputation

The **Proposal** **We** were given by **You** or on **Your** behalf before this **Policy** commenced, is taken to be a separate **Proposal** for each natural person or entity **Covered** under this **Policy**.

If there is any incorrect fact or misstatement in the **Proposal** that relates to one of **You** who is a natural person then, for the purposes of this **Policy**, **We** do not attribute it to any other of **You** who was not aware of the incorrect fact or misstatement.

Authority to accept notices & to give instructions

The person or entity first listed as the **Named Insured** in the **Schedule** is appointed as agent of:

- a) each of **You**; and
- b) any person or entity who is entitled to a benefit under this **Policy** (when they request **Cover** or suffer a loss under this **Policy**)

in all matters relating to this **Policy**, and to **Claims** or **Covered Claims** which are (or are to be) **Covered** by the **Policy**.

In particular (but without limitation) the person or entity first listed in the **Schedule**, as the **Named Insured**, is the agent for the following purposes:

- (i) to give and receive notice of **Policy** cancellation, to pay premiums and to receive any return premiums that may become due under this **Policy**; and
- (ii) to accept endorsements or other notices provided for in this **Policy**; and
- (iii) to give instructions to solicitors or counsel that **We** appoint or agree to, and to receive advice from them and to act on that advice; and
- (iv) to consent to any settlement that **We** recommend; and
- (v) to do anything that **We** or **Our** legal advisers think might help with the procedures set out in this **Policy** for settling and defending **Claims** or **Covered Claims**; and
- (vi) to give **Us** information relevant to this **Policy**, which **We** can rely on when **We** decide whether to accept the risk, and set the **Policy** terms or the premium.

Deregistration

You must tell **Us** as soon as reasonably possible in writing if **Your** statutory registration or licence, (which you are legally required to hold to provide **Professional Services**) is cancelled, suspended or terminated or has had conditions imposed during the **Period of Insurance** specified in the **Schedule**.

Payment in Australian dollars in Australia

All premiums and **Claims** must be paid in Australian dollars in Australia.

Law of the Policy

This **Policy** is governed by the law of the Territory or State where the **Policy** was issued (which is specified in the **Schedule**). The courts of that place have jurisdiction in any dispute about or under this **Policy**.

Territorial & Jurisdiction Limits

Cover under this **Policy** is not restricted by where anything giving rise to the **Claim** occurred. However, **Our Cover** is restricted in accordance with the Foreign Courts exclusion in this **Policy**.

Schedule must be included

This **Policy** is only legally enforceable if it includes a **Schedule** issued by **Us**.

Several Liability

The liability of an **Insurer** under this **Policy** is several and not joint with other **Insurers** party to this **Policy**. An **Insurer** is liable only for the proportion of liability it has underwritten.

An **Insurer** is not jointly liable for the proportion of liability underwritten by any other **Insurer**. Nor is an **Insurer** otherwise responsible for any liability of any other **Insurer** that may underwrite this **Policy**.

The proportion of liability under this **Policy** underwritten by an **Insurer** (or, in the case of a Lloyd's syndicate, the total of the proportions underwritten by all the members of the syndicate taken together) is shown in the **Schedule**.

In the case of a Lloyd's syndicate, each member of the syndicate (rather than the syndicate itself) is an **Insurer**.

Each member has underwritten a proportion of the total shown for the syndicate (that total itself being the total of the proportions underwritten by all the members of the syndicate taken together). The liability of each member of the syndicate is several and not joint with any other members.

A member is liable only for that member's proportion.

A member is not jointly liable for any other member's proportion. Nor is any member otherwise responsible for any liability of any other **Insurer** that may underwrite this **Policy**. The business address of each member is Lloyd's, One Lime Street, London EC3M 7HA. The identity of each member of a Lloyd's syndicate and their respective proportion may be obtained by writing to Market Services, Lloyd's, at the above address. Although reference is made at various parts in this clause to "this **Policy**" in the singular, where the circumstances so require this should be read as a reference to **Policy** in the plural. The **Insurers** bind themselves each and for their own part and not one for another. Each **Insurer's** liability under this **Policy** shall not exceed that percentage or amount of the risk shown against that **Insurer's** name.

Sanction Limitation and Exclusion

No (re)insurer shall be deemed to provide cover and no (re)insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose that (re)insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

Cancelling the Policy - Part A

You can cancel the Policy

You are entitled to cancel this **Policy** with effect from the date **We** receive a written request to cancel the **Policy**, provided that any such cancellation is subject to the following terms:

- a) if a **Claim** has been paid under the **Policy** or if **You** have notified a **Claim** or facts which may give rise to a **Claim** under the **Policy** then no return premium is payable.
- b) if there has been no **Claim** made or notified under the **Policy** then **We** will be entitled to retain premium for pro-rata 'time on risk' subject to a minimum administration charge of \$250 plus applicable statutory charges.

We can cancel the Policy

- a) **We** may cancel this **Policy** at any time in accordance with the relevant provisions of Section 60 of the *Insurance Contracts Act 1984* (Cth), by giving notice in writing to **You** of the date from which cancellation is to take effect.
- b) **We** may deliver this notice to **You** personally, or post it by certified mail (to **Your** broker or to the address **You** last gave **Us**). Proof that **We** mailed the notice is sufficient proof that **You** received the notice.
- c) Under Section 60 of the *Insurance Contracts Act 1984* (Cth), **We** may cancel this **Policy** at any time where:
 - (i) it is in force by virtue of Section 58 of the *Insurance Contracts Act 1984* (Cth); or
 - (ii) it is an interim contract of general insurance.

After cancellation pursuant to this Clause, **We** will refund the premium for the time remaining on the **Policy**, less any non-refundable duties.

How to read Part A of this Insurance Policy

Words with special meanings

Some of the words in Part A of this **Policy** have special meanings. These meanings can be found in Definitions. If a word has a special meaning, it appears in this **Policy** in bold type and with a capital letter. These words may appear without bold type in endorsements in the **Schedule**.

Policy Interpretation

Except where the context otherwise requires it:

- a) the singular includes the plural and the plural includes the singular;
- b) if a word or phrase is defined, its grammatical forms have a corresponding meaning;
- c) words importing a gender include every other gender.

Definitions

Whenever the following words are used in Part A - Professional Indemnity **Policy** are in bold type and with a capital letter, they have the special meaning set out below. These words may appear without bold type in endorsements in the **Schedule**.

Civil Liability

Liability for the compensatory damages, costs and expenses which a civil court orders **You** to pay on a **Claim** (as opposed to criminal liability or penalties). It includes the legal costs of the person making the **Claim**, for which **You** become liable.

Claim (or Claims)

The receipt by **You** of:

- a) any originating process (in a legal proceeding or arbitration), cross claim or counter claim or third party or similar notice claiming compensation against **You**; or
- b) any written or verbal demand from a third party claiming compensation against **You**.

Claim Investigation Costs

The reasonable and necessary legal costs and expenses (other than regular or overtime wages, salaries or fees of any of **You**) incurred by or on **Your** behalf with **Our** prior approval (which **We** will not unreasonably withhold) in the investigation, defence or settlement of any **Claim** or **Covered Claim** which is **Covered** by this **Policy** at the time the legal costs and expenses arise.

Compensatory Civil Penalties

Pecuniary penalties awarded in and under the laws of the jurisdictions of Australia and New Zealand, against:

- a) **You** for any civil offence; or
- b) **You** for a strict liability offence in connection with a breach of occupational health and safety law or regulation ("OH&S"),

but solely resulting from the performance of **Information Technology Services** or the provision of **Information Technology Products**.

Cover (and 'Covered')

Indemnity under this **Policy**.

Covered Claim

The :

- a) **Claims**, liabilities, losses, costs, expenses; or
- b) facts which may give rise to a **Claim**,

which **We** may **Cover** or agree to **Cover** under this **Policy**.

Documents

Documents of any nature including the electronically stored data, software or computer programs for or in respect of any computer system; but not including bearer bonds, coupons, bank notes, currency notes or negotiable instruments.

Employee

A natural person who is not a **Principal**, but who at the time the relevant act, error or omission giving rise to the **Claim**, a person who:

- a) is a party to a contract of service with the **Named Insured** and is or was remunerated by the **Named Insured** for that service; or
- b) is neither a party to a contract of service with the **Named Insured**, nor an independent contractor, but a party to a contract for services with the **Named Insured** for the provision of services to the **Named Insured** for reward; or
- c) a volunteer worker; or
- d) a student,

and in respect of a), b), c) and d) above is (or was) at the time of the act, error or omission which gave rise to the **Claim** under **Your** direct control and supervision in the performance of **Information Technology Services** or the provision of **Information Technology Products**.

Enquiry (or Enquiries)

Any legal or quasi legal enquiry including coronial enquiry (into a matter arising out of the performance of **Information Technology Services** or the provision of **Information Technology Products** and such matter is the subject of and is not excluded from **Cover** under this **Policy**) in respect of which **You** are legally required to participate by reason of the fact that the body conducting the enquiry (including a regulatory, licensing or statutory body) has legal jurisdiction over **You** or any of **You** (either by reason of a statutory power or by reason of **Your** membership of a professional association which has the power to discipline its members).

Excess

The part **You** will be required to pay of each **Covered Claim**.

Former Principal

A person who has been, but is no longer:

- a) a **Principal** of **You**; or
- b) the **Principal** of any firm or incorporated body declared in the **Proposal**, which previously performed the **Information Technology Services** or provided the **Information Technology Products** which is now being performed or provided by **You**.

Information Technology Products

Any computer hardware, communication equipment, electronic equipment or component including any computer chip, microprocessor chip or embedded control logic, computer operating system, computer application or software created, designed, manufactured, installed, assembled, repaired, serviced, treated, sold, supplied, licensed, handled, shared or distributed by **You**, including any packaging or container thereof.

Information Technology Services

Any:

- a) software development;
- b) systems integration;
- c) information management consulting;
- d) electronic data processing;
- e) computer facilities management;
- f) computer programming;
- g) design, manufacture and installation of **Information Technology Products**;
- h) computer and electronic equipment maintenance and repair;
- i) computer and data network analysis, consulting and design;
- j) telecommunication and data communication services;
- k) internet services;
- l) network consulting and support services;
- m) call centre services;
- n) other service, advice, specification or work undertaken by **You** as detailed in the **Schedule** – “Professional Services Covered by this Policy”.

Insurers

Means Certain Underwriters at Lloyd’s.

Intellectual Property

Copyright, design, patent, trade secret, trade mark or moral rights, including false attribution of authorship (under the Copyright Act 1968 Cth).

Joint Venture

An undertaking (regardless of what it is called) which the **Named Insured** carry on together with someone else who is not otherwise **Covered** under this **Policy**.

Known Circumstance

Any fact, situation or circumstance which:

- a) any of **You** was aware of at any time before this **Policy** began or before this **Policy** was amended or endorsed; or
- b) a reasonable person in **Your** professional position would have thought, at any time before this **Policy** began or before this **Policy** was amended or endorsed,

might result in someone making an allegation against any of **You** in respect of a liability or loss which might be **Covered** by this **Policy** or any amendment or endorsement of this **Policy**.

Malware

Any malicious computer software program or code, including that which is designed to covertly infiltrate, gather sensitive information from, modify or damage Information Technology systems and networks (including programs, files, settings and data) without the users informed consent. Malware includes but is not limited to computer viruses, trojans, worms and spyware.

Named Insured

Any person or entity expressly identified in the **Schedule** as the **Named Insured**.

Period of Insurance

The ‘Period of Insurance’ specified in the **Schedule** - being the period between the inception date of this **Policy** and the expiry date of this **Policy** at 4.00 PM. The time being determined at the place where the **Policy** was issued.

Personal Information

Any information from which an individual may be uniquely and reliably identified, including their name, telephone number, email address, tax file number, Medicare or any healthcare information or other protected health information, driver’s license details, bank and credit card details, passwords to a person’s non-public information. Personal Information does not include information lawfully available to the general public for any reason, including information from foreign or local government records.

Policy

The insurance contract made up of:

- a) this document;
- b) the **Schedule**; and
- c) the endorsements, if any, or referred to in the **Schedule**.

Policy Limit

The ‘Policy limit’ specified in the **Schedule**.

Pollutants

Any solid, liquid, gases or thermal irritant or contaminant, including but not limited to smoke, vapour, soot, fumes, acids, alkalines, chemicals and waste. Waste includes material to be recycled, reconditioned or reclaimed.

Principal

A sole practitioner, a partner of a firm, or a director of a company, which firm or company is **Covered** by this **Policy**.

Privacy Breach

Any unauthorised access to, or use of, **Personal Information** held, maintained or managed by **You**.

Privacy Remediation Expenses

The reasonable and necessary expenses for:

- a) advertising or other media services;
- b) broadcast, electronic, printed, telecast or telephonic announcements, communications or notices; or
- c) public relation services incurred by **You** for the purpose of alerting an person, entity or regulatory authority where required by law following a **Privacy Breach** or a breach of the **Privacy Regulations**.

Privacy Regulations

The *Privacy Act* (1988) (Cth) and the *Privacy Amendment (Enhancing Protection) Act* 2012 (Cth) and other federal, state, territory or local privacy legislation (including health specific privacy legislation) and any rules or regulations enacted thereunder as they currently exist or as they are amended, that relate to the confidentiality, access, control, and use of personally identifiable, non-public information.

Proposal

The written proposal form (the date of which is specified in the **Schedule**) together with any other material which was given to **Us** by or on **Your** behalf, and relied on by **Us** to effect this **Policy**.

Publicity Campaign

A publicity and/or public relations campaign designed and implemented by a public relations consultant.

Run-Off Event

Any **Named Insured** which, during the **Policy Period**, ceases to exist or operate, or which is disposed of or merged with or acquired by another entity.

Schedule

The schedule to this **Policy** wording, which is issued by **Us**.

Senior Counsel

A barrister in active practice who is entitled to use the post-nominals KC or SC in any one or more superior court in the Commonwealth of Australia.

Sub Limit(s)

Our liability of **Cover** for each of the matters referred to in this **Policy** as being subject to a Sub Limit of **Cover**. If this **Policy** indicates any Sub Limits for specific types of **Cover** under this **Policy**, then the applicable Sub Limits and not the **Policy Limit** apply only to these **Claims**. These Sub Limits are included within and not in addition to the **Policy Limit**.

Subsidiary

Any company or other incorporated entity which, at the commencement of the **Period of Insurance**, and by virtue of Australian law was, or is, either directly or indirectly a subsidiary of any incorporated body identified in the **Schedule**.

Terrorism

Any act, or preparation in respect of action, or threat of action designed to influence the government, whether de jure or de facto, of any nation or any political division thereof, or in pursuit of political, religious, ideological, or similar purposes to intimidate the public or a section of the public of any nation by any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) de jure or de facto, and which:

- a) involves violence against one or more persons; or
- b) involves damage to property; or
- c) endangers life other than that of the person committing the action; or
- d) creates a risk to health or safety of the public or a section of the public; or
- e) is designed to interfere with or to disrupt an electronic system.

You / Your

Each of the following, individually and jointly:

- a) each person, firm or incorporated body identified in the **Schedule** as a **Named Insured** and each **Principal** or **Former Principal** of any such firm or incorporated body; and
- b) any entity which is engaged in the performance of **Information Technology Services** or the provision of **Information Technology Products** and which was created and controlled, while this **Policy** is in force, by anyone identified in the **Schedule** as a **Named Insured**; and
- c) anyone who becomes a **Principal** of the **Named Insured** while this **Policy** is in force (but only in respect of work undertaken for or on behalf of the **Named Insured** firm or incorporated body).
- d) any person, firm or incorporated body who is not a party to this insurance contract but is entitled to **Cover** under the terms of this **Policy** (as a beneficiary); and
- e) any **Employee** or former **Employee**.

We or Us or Our

Pacific Indemnity Underwriting Solutions Pty Ltd trading as Plus Indemnity ACN 606 511 639 (PLUS Indemnity) – on behalf of the **Insurers**.

Policy B - Broadform Liability Policy

The Cover We provide

We will pay to **You** or on **Your** behalf all sums provided by the **Policy** which **You** shall become legally liable to pay as compensation for:

- a) **Personal Injury**;
- b) **Property Damage**; or
- c) **Advertising Liability**,

caused by an **Occurrence** during the **Period of Insurance** within the '**Geographical Limits**' as specified in the **Policy** and happening in connection with **Your Business**.

All **Cover** provided under this **Policy** is subject to the 'The cover We provide' Clause and all the **Policy** terms, conditions, exclusions and limits contained in or endorsed on this **Policy** and the payment of the Gross Premium stated in the **Schedule**.

Supplementary Payments

We will pay in addition to the applicable **Policy Limit**:

- a) all expenses incurred by **Us**, all costs taxed against **You** in any suit **We** defend, and all interest on the entire amount of any judgement which occurs after the entry of the judgement and before **We** have paid or tendered or deposited in Court that part of the judgement which does not exceed the limit of **Our** liability thereon;
- b) reasonable expenses incurred by **You** at **Our** request in assisting **Us** in the investigation or defence of any claim but excluding loss of earnings; and
- c) expenses incurred by **You** for the first aid to others at the time of an **Occurrence** for **Personal Injury** covered by this **Policy**.

We shall have the right and duty to defend any suit against **You** seeking compensation on account of such **Personal Injury** or **Property Damage** or **Advertising Liability** even if the allegations of the suit are groundless, false or fraudulent and may make such investigation and settlement of any claim or suit as **We** consider reasonably necessary. **We** shall not be obliged to pay any claim or judgement or to defend any suit after **We** have paid the **Policy Limit**.

Limit of Liability

Our liability in respect of any one **Occurrence** shall not exceed the **Policy Limit** stated in the **Schedule** for **Public Liability**, **Products Liability** and **Advertising Liability**. All **Personal Injury**, **Property Damage** and **Advertising Liability** arising out of continuous or repeated exposure to substantially the same general conditions will be construed as arising out of one **Occurrence** and deemed to occur at the time of the first relevant event. **Our** total aggregate limit during any one **Period of Insurance** for all claims arising out of **Products Liability** and **Advertising Liability** only shall not exceed the **Policy Limit**. Provided that the **Policy Limit** in respect of **Occurrences** in **North America** will be inclusive of Supplementary Payments and will apply in the aggregate to all claims in any one **Period of Insurance**.

What is Not Covered

We shall not be liable to indemnify **You** in respect of:

Advertising Liability

Liability for **Advertising Liability** arising from:

- a) offences committed prior to the **Period of Insurance**;
- b) offences made at the direction of **You** with knowledge of the illegality or falsity thereof;
- c) breach of contract, other than misappropriation of advertising ideas under an implied contract;
- d) incorrect description of the price of **Your Products**, goods or services, infringement of trade mark, service mark or trade name by use thereof as the trade mark, service mark or trade name of **Your Products**, goods or services sold, offered for sale or advertised, but this exclusion does not apply to titles or slogans;
- e) failure of **Your Products**, goods or services to conform with advertised performance, quality, fitness or durability; or
- f) any of **You** whose **Business** is advertising, broadcasting, publishing or telecasting.

Agreement Limiting Rights

Any claim under the **Policy** if **You** have entered into any agreement which excludes or limits a right which **You** may have against any party. Subject to the Insurance Contracts Act 1984, **We** will not be liable for any claim under the **Policy** to the extent of such exclusion or limitation.

Aircraft and Watercraft

Liability for **Personal Injury** or **Property Damage** arising from the ownership, possession, operation, use or legal control by **You** of:

- a) any **Aircraft**; or
- b) any **Watercraft** or vessel exceeding eight (8) metres in length.

Aircraft Products

Any liability arising out of the selling, leasing, hiring or manufacture and/or supply of parts and/or products that are used with **Your** knowledge in **Aircraft** or any aerial device.

Asbestos

Liability for **Personal Injury**, **Property Damage** or **Advertising Liability** caused by, arising out of, or in connection with, the use or presence of asbestos.

Contractual Liability

Liability for **Personal Injury** or **Property Damage** or **Advertising Liability** to the extent such liability has been assumed under an agreement unless such liability:

- a) would have attached in the absence of such agreement; or
- b) is specifically allowed by **Our** written endorsement; or
- c) is assumed by **You** under a warranty of fitness or quality, or is implied by law, in respect of **Your Products**.

Cyber Risks

Liability for loss, damage or destruction arising, directly or indirectly, out of or in any way connected with or contributed to, or from a **Cyber Event**.

However, this exclusion will not apply to the extent any liability, loss, damage or destruction arises, directly or indirectly, out of or is in any way connected with or contributed to, or from **Your Internet Operations** where **Personal Injury** or **Property Damage** arises out of any material:

- a) which is already in print in support of **Your Products**, including but not limited to product use and safety instructions or warnings; and
- b) which is also published by **You** via **Your Internet Operations**.

Notwithstanding the above, **We** shall not be liable to indemnify **You** in respect of **Personal Injury** or **Property Damage** arising out of any other advice or information published by **You**, via **Your Internet Operations**, that is used for the purpose of attracting customers.

Damage to Your Products

Liability for:

- a) physical damage to or destruction or loss of **Your Products** or any part of **Your Products** arising out of them or any part of them; or
- b) loss of use of any tangible property caused by physical damage to or destruction or loss of **Your Products** or any part of **Your Products** arising out of them or any part of them.

This exclusion does not apply to **Your Products** repaired, serviced or treated by **You** after **Your Products** were originally sold, supplied or distributed by **You**.

Electromagnetic Fields

Any liability of whatsoever nature directly or indirectly caused by, in connection with or contributed to by or arising from electromagnetic fields (EMF) or electromagnetic interference (EMI).

Employer's Liability

- a) Liability for **Personal Injury** to any of **Your Employees** arising out of, or in the course of their employment in **Your Business**;
- b) Liability for **Personal Injury** to any person who is deemed to be **Your Employee** pursuant to any legislation relating to workers' compensation;
- c) Liability for claims which **You** are entitled to seek indemnity under any policy of insurance required to be taken out pursuant to any legislation relating to workers' compensation, whether or not **You** are a party to such policy of insurance;
- d) Liability imposed by the provisions of any workers' compensation legislation or any industrial award or agreement or determination;
- e) Any liability howsoever or whatsoever for claims related to or arising from **Employment Practices**.

Provided that exclusions a), b) and c) above do not apply to the extent that **Your** legal liability would not be covered under any such policy of insurance or fund set up pursuant to or required by any legislation relating to workers' compensation had **You** complied with **Your** obligations pursuant to such law.

Faulty Workmanship

Any liability for the cost of performing, completing, correcting or improving any work done or to be undertaken by **You**.

Fines and Punitive Damages

Liability for fines, penalties, liquidated damages, punitive damages, exemplary damages, or aggravated damages.

Libel and Slander

Liability arising out of the publication or utterance of a libel or slander:

- a) made prior to the **Period of Insurance**; or
- b) made by **You** or at **Your** direction with the knowledge its falsity; or
- c) related to advertising, publishing or printing, broadcasting or telecasting activities conducted by or on behalf of **You**.

Loss of Use

The loss of use of property which has not been physically damaged or destroyed flowing from:

- a) a delay in or lack of performance by or on **Your** behalf of any contract; or
- b) the failure of any **Information Technology Products** to meet the level of performance, quality, fitness or durability expressly or impliedly warranted or represented by **You**.

This sub-clause b) does not apply to loss of use of other property directly or indirectly caused by, arising out of or in any way connected with the sudden and accidental physical damage to or destruction of any **Information Technology Products** after such **Information Technology Products** have been put to use by any person or organisation other than **You**.

Motor Vehicles

Liability for:

- a) **Personal Injury** arising out of the ownership, operation or use of any **Vehicle** where such **Personal Injury** occurs in circumstances in which such **Vehicle** is required by law to have compulsory insurance against such **Personal Injury**, or where such insurance cover is in force; or
- b) **Property Damage** arising out of the ownership, operation or use by **You** of any **Vehicle** that is registered.

Provided that this exclusion shall not apply to **Vehicles** whilst being operated or used by **You** as a **Tool of Trade**.

North American Jurisdiction

- a) Legal proceedings brought within **North America**;
- b) The enforcement of any judgment or award obtained within or determined pursuant to the laws of **North America**; or
- c) Legal proceedings in which the laws of **North America** are applicable even if only in a limited respect.

This Exclusion does not apply to claims resulting from the acts, errors or omissions of an employee of the **Named Insured** who normally resides in Australia while such employee is temporarily travelling on behalf of the **Named Insured** outside Australia.

Nuclear

Liability for **Personal Injury** or **Property Damage** of whatsoever nature directly or indirectly caused or contributed to by or arising from ionising radiation, or contamination by radioactivity from nuclear fuel or from any nuclear waste. For the purpose of this Exclusion combustion shall include any self-sustaining process of nuclear fission.

Other Insurance

Claims or losses for which cover is provided or available under the accompanying 'Part A - Professional Indemnity Policy' of this **Policy**.

Pollution

- a) Liability for **Personal Injury, Property Damage** or **Advertising Liability** caused by or arising directly or indirectly out of the actual, alleged or threatened discharge, dispersal, release or escape of smoke, fumes, vapours, soot, fumes, acids, alkalis, toxic chemicals, liquids or gases, waste materials or other irritants, contaminants or pollutants into or upon any property, land, the atmosphere or any watercourse or body of water (including groundwater) but this exclusion does not apply if the actual discharge, dispersal, release or escape:
 - (i) is neither reasonably expected nor intended by **You**; and
 - (ii) occurs outside of **North America**; and
 - (iii) is the consequence of a sudden and instantaneous cause which occurs outside of **North America** and takes place at a clearly identifiable point in time during the **Period of Insurance**.
- b) Liability for any costs or expenses incurred in the preventing, removing, nullifying, or cleaning up any discharge, dispersal, release or escape as described in a) above, unless such costs or expenses are consequent upon an unexpected, unintended, sudden and instantaneous cause which takes place at a clearly identifiable point in time during the **Period of Insurance** and results in **Personal Injury, Property Damage** or **Advertising Liability** and is not otherwise excluded by this **Policy** or provided that **Our** total aggregate liability during any one **Period of Insurance** in respect of all claims arising out of such **Personal Injury, Property Damage** or **Advertising Liability** or such costs or expenses shall not exceed the **Policy Limit** stated in the **Schedule**.

Product Recall

Any costs incurred in withdrawing or recalling any **Information Technology Products** (including any costs involved in inspecting, repairing or replacing) because of any known or suspected defect or deficiency.

Product Recall and Repair

Liability for damages claimed for the withdrawal, inspection, repair, replacement or loss of use of **Your Products**.

Professional Errors and Omissions Liability

Liability for the rendering of or failure to render professional advice or service by **You** or error or omission connected therewith, but this exclusion does not apply to the rendering or failure to render professional medical advice by **Medical Persons** employed by **You** to provide first aid and other medical services on **Your** premises.

Property in Physical or Legal Control

Liability arising out of or in any way connected with **Property Damage** to property which **You** own, lease, hire, is loaned or rented to **You**, or is otherwise in **Your** physical or legal control other than:

- a) premises or part of any premises (including the contents of such premises), leased or rented to **You**, or temporarily occupied by **You** for the purpose of the **Business**. This exclusion for "Property in Physical or Legal Control" does not extend to any liability where **You** have assumed the responsibility to effect or maintain insurance with respect to any premises referred to in this clause;
- b) premises temporarily occupied by **You** (including the contents of such premises), for the purpose of carrying out work in connection with the **Business**. This exclusion for "Property in Physical or Legal Control" does not extend to liability for physical damage to or destruction of any premises or contents on which **You** were or are working, if such physical damage or destruction arises from such work;
- c) any other property temporarily in **Your** possession for the purpose of being worked upon. This exclusion for "Property in Physical or Legal Control" does not extend to liability for physical damage to or destruction of that part of any property on which **You** were or are working, if such physical damage or destruction arises from such work;
- d) any **Vehicle** (including its contents, spare parts and accessories while they are in or on a **Vehicle**), not belonging to or used by **You** while such **Vehicle** is in a car park owned or operated by **You**, provided that **You** do not operate the car park for reward as a principal part of the **Business**;
- e) any other property not owned by **You** (and not referred to in a) - d) above), but temporarily in **Your** physical or legal care, custody or control, whether or not **You** have accepted or assumed legal liability for such property, subject to a maximum of \$500,000, or other higher amount stated in the **Schedule**, for any one **Occurrence** and in the aggregate during any one **Period of Insurance**.

Sanctions

Liability in respect of which and to the extent that such cover, payment, service, benefit and/or any **Business** or activity of **Yours** would violate any applicable trade or economic sanctions, law or regulation.

Silica

Liability for **Personal Injury** or **Property Damage** of whatsoever nature directly or indirectly caused by, or alleged to be caused by or contributed to, in whole or in part, by or arising out of the presence, ingestion, actual, alleged, threatened or suspected inhalation or absorption of **Silica** or **Silica Related Dust**.

Specific Products and Substances

We will not be liable under this **Policy** in respect of any liability of whatsoever nature directly or indirectly caused by, in connection with or contributed to by or arising from the application or use of:

- a) polychlorinated biphenyls including polychlorinated biphenyl generated dibenzofurans and dioxins;
- b) per-and poly-fluoroalkyl substances (PFSA) including perfluorooctanoic acid (PFOA) and perfluorooctane sulphonic acid (PFOS); or
- c) any product containing glyphosate, atrazine, dicamba, neonicotinoids, paraquat and chlorpyrifos.

Terrorism

Liability for **Personal Injury** or **Property Damage** directly or indirectly caused by or contributed to, by, or arising from or happening through or in connection with any act of Terrorism.

War

Liability for **Personal Injury** or **Property Damage** directly or indirectly caused by or in consequence of war, invasion, act of foreign enemy, hostilities (with or without the declaration of war), civil war, rebellion, insurrection, military or usurped power.

Claims Provisions - Part B

Claims Control

You must fully and promptly comply with all of **Our** reasonable requests for assistance and cooperation in relation to a claim on the **Policy**, including:

- a) supplying **Us** with all information and assistance **We** may reasonably require;
- b) allowing **Us** to negotiate, defend or settle a claim against **You**:
 - (i) in **Your** name and on the **Your** behalf; or
 - (ii) in the name of and on behalf of any other party covered by the **Policy**;

however, **We** will not settle any claim against any party covered by the **Policy** without the consent of that party, such consent not to be unreasonably withheld or delayed;

- c) sending to **Us** any claim, writ, summons, or full details of other relevant legal or other proceedings such as an impending prosecution or inquest **You** receive or become aware of; and
- d) as far as possible, preserve any product, appliance, plant or other items which might prove necessary or useful as evidence until **We** have had a reasonable opportunity of inspection.

You shall not, without **Our** prior written consent, which will not be unreasonably withheld or delayed, admit or repudiate liability, negotiate, or make any offer, promise or payment in connection with any claim against it or **Occurrence**.

We shall be entitled, but not obligated, to take over and conduct in **Your** name, the defence or settlement of any claim against **You** or to prosecute in **Your** name at **Our** own expense and for its own benefit any claim for indemnity or damages or otherwise against any persons.

We will, whenever reasonably practical, inform **You** of the progress of any defence or prosecution **We** have elected to take conduct of, and/or consult with **You** as to its interests or concerns in relation to any claim, defence or prosecution, but **You** agree that **We** will have ultimate discretion in the conduct and settlement of any proceedings or claim it has elected to take conduct of, save that **We** will not settle a claim against **You** without **Your** consent, such consent not to be unreasonably withheld or delayed.

Where **We** do not elect to take over conduct of the defence or settlement of any claim which is covered or, if sustained, would be covered, under the **Policy**, we have the right to:

- a) be provided with all such information as we reasonably require;
- b) be kept fully informed as to all matters relating to or concerning the investigation, defence or settlement of the claim and the right to receive copies of all relevant documentation relating thereto; and
- c) associate effectively with **You** in the defence, investigation and the negotiation of any settlement. No settlement is to be entered into without **Our** prior written consent, such consent not to be unreasonably withheld or delayed.

Discharge of Liabilities

We may at any time pay to **You** in respect of all claims against **You** arising directly or indirectly from the one **Occurrence** the amount of the liability or such other amount specified in respect thereof (after deduction of any sum or sums already paid by **Us** which sum or sums would reduce the amount of **Our** unfulfilled liability in respect thereof) or any lesser sum for which the claim or claims can be settled and upon such payment, and notwithstanding anything else to the contrary, **We** shall relinquish conduct or control of and be under no further liability under the **Policy** in connection with such claim or claims except for costs charges or expenses recoverable from **You** in respect of the period prior to the date of such payment (whether or not pursuant to an order made subsequently) or incurred by **Us** or by **You** with **Our** written consent prior to the date of such payments.

Reasonable Care and Loss Risk Management

You shall:

- a) take all reasonable precautions to:
 - (i) prevent **Personal Injury, Property Damage or Advertising Liability**;
 - (ii) prevent the manufacture, sale or supply of defective products; and
 - (iii) comply with all statutory obligations, by-laws or regulations imposed by any public authority for the safety of persons and property,
- b) at **Your** own expense take reasonable action to trace, recall or modify any products containing any defect or deficiency which defect or deficiency **You** have knowledge of or has reason to suspect.

Cross Liabilities

Where more than one party comprises **You** each of the parties shall be considered as a separate and distinct unit and the word **You** shall be considered as applying to each of **You** in the same manner as if a separate policy had been issued to each of the said parties provided that nothing in this clause shall result in the increase of **Our** liability under this **Policy** in respect of any **Occurrence** or **Period of Insurance**.

Subrogation

In the event of payment under this **Policy** to or on behalf of **You**, **We** shall be subrogated to all **Your** rights of recovery against all persons and organisations and **You** shall execute and deliver instruments and papers and do all that is necessary to assist in the exercise of such rights.

Goods and Services Tax

Where **We** make a payment under this **Policy** for the acquisition of goods, services or other supply **We** will reduce the amount of the payment by the amount of any Input Tax Credit **You** are, or will be, or would have been entitled to under *A New Tax System (Goods and Services Tax) Act 1999* (Cth), in relation to that acquisition, whether or not that acquisition is actually made. Where **We** make a payment under this **Policy** as compensation instead of payment for the acquisition of goods, services or other supply, **We** will reduce the amount of payment by the amount of any Input Tax Credit that **You** would have been entitled to under *A New Tax System (Goods and Services Tax) Act 1999* (Cth) had the payment been applied to acquire such goods, services or other supply.

General Provisions - Part B

Alteration of Risk

- a) **You** must as soon as reasonably possible, provide **Us** with written notice of every change which materially varies any of the facts or circumstances existing at the commencement of this **Policy** that comes to **Your** knowledge, which will also be deemed to include the knowledge of any person whose knowledge would in law be **Your** knowledge. This includes (but is not necessarily limited to):
 - (i) if **Your** business changes;
 - (ii) if **You** start doing anything that **You** were asked about when commencing or renewing **Your Policy** and you then replied that **You** did not;
 - (iii) if there has been a loss or condition imposed upon any license or authority that **You** require to conduct **Your** business; or
 - (iv) if **You** become insolvent or if any circumstances arise that make it more likely that **You** might become insolvent.
- b) When **You** advise **Us** of a matter such as that set out above, **We** will advise **You** whether **We** are to provide additional cover or continue offering cover, and if so on what terms (for example, any endorsement, additional excess or special condition that may need to be applied) and for what additional premium (if any). This will be based on **Our** risk appetite and underwriting guidelines. If the change in risk means that the risk is no longer acceptable under **Our** risk appetite or underwriting guidelines, **We** may cancel the **Policy**. Any offer by **Us** to cover the changes in risk notified to **Us** is not effective until **We** receive **Your** written acceptance of **Our** offer. Until then, the changes notified are not covered. **You** are entitled to cancel the **Policy** at anytime, including where **We** do not offer to cover the changes that **You** notified, or if **You** do not accept **Our** offer to cover the changes. If a claim arises from the changes in risk which are not covered or **We** do not agree to provide cover, **We** may reduce or refuse to pay such claim to the extent it arises from the change in risk.

Inspection and Premium Adjustment

We shall be permitted but not obligated to inspect **Your** property and operations at any time. Neither **Our** right to make inspections nor the making thereof nor any report thereon shall constitute an undertaking on behalf of **You** or for **Your** benefit or others, to determine or warrant that such property or operations are safe.

We may examine and audit **Your** books and records at any time during the **Period of Insurance** and extensions thereof and within three (3) years after the final termination of this **Policy**, as far as they relate to the subject matter insured. If the first or renewal premium for the **Policy** or part thereof shall have been calculated on estimates furnished by **You**, then **You** shall keep an accurate record containing all particulars relative thereto and shall at all times allow **Us** to inspect such records. The **Named Insured** shall within thirty (30) days after the expiry of each **Period of Insurance** furnish to **Us** such particulars and information as **We** may require. The premium for such period shall thereupon be adjusted and any difference paid or allowed to **You** as the case may be subject to receipt and retention of any minimum premium charged by **Us**.

Other Insurances

If **You** make a claim under this **Policy** in respect of an **Occurrence** recoverable under this **Policy** which **Occurrence** is or may be covered in whole or in part by any other insurance, then **You** must advise **Us** of the full details of such other insurance when making a claim under this **Policy**. Subject to the *Insurance Contracts Act 1984* (Cth), **We** reserve the right to seek contribution from the other insurer(s).

Insurance Arranged By Principal

If **You** enter into an agreement with any other party (who for the purpose of this clause is called the "Principal") pursuant to which the Principal has agreed to arrange a policy of insurance which is intended to indemnify **You** for any loss or liability then **We** will (subject to the terms and conditions of this **Policy**) only indemnify **You** for loss or liability not covered by the policy of insurance provided by the Principal.

Cover Beneficiaries

In so far as cover is extended under this **Policy** to individuals and entities who are not a contracting party under this **Policy**, such cover is subject to those individuals and/or entities (as the case may be) agreeing in writing within a reasonable time of notification to **Us** of the **Occurrence**:

- a) to be bound by the terms, conditions, exclusions and limits of this **Policy**;
- b) to be bound by obligations of utmost good faith as if they were a contracting party; and
- c) to be liable individually, and together with **You**, for paying the **Excess** (or any other payment due to **Us** under this **Policy**) in respect of any cover provided to them under this **Policy**.

The Proposal – Severability and Non-imputation

The **Proposal We** were given by **You** or on **Your** behalf before this **Policy** commenced, is taken to be a separate **Proposal** for each natural person or entity covered under this **Policy**.

If there is any incorrect fact or misstatement in the **Proposal** that relates to one of **You** who is a natural person then, for the purposes of this **Policy**, **We** do not attribute it to any other of **You** who is a natural person and who was not aware of the incorrect fact or misstatement at the time it was made.

Authority to accept notices & to give instructions

The person or entity first listed as the **Named Insured** in the **Schedule** is appointed as agent of:

- a) each of **You**; and
- b) any person or entity who is entitled to a benefit under this **Policy** (when they request cover or suffer a loss under this **Policy**)

in all matters relating to this **Policy**, and to the **Occurrence** which are (or are to be) covered by the **Policy**.

In particular (but without limitation) the person or entity first listed in the **Schedule**, as the **Named Insured**, is agent for the following purposes:

- a) to give and receive notice of **Policy** cancellation, to pay premiums and to receive any return premiums that may become due under this **Policy**; and
- b) to accept endorsements or other notices provided for in this **Policy**; and
- c) to give instructions to solicitors or counsel that **We** appoint or agree to, and to receive advice from them and to act on that advice; and
- d) to consent to any settlement that **We** recommend; and
- e) to do anything that **We** or **Our** legal advisers think might help with the procedures set out in this **Policy** for settling and defending claims or covered claims; and
- f) to give **Us** information relevant to this **Policy**, which **We** can rely on when **We** decide whether to accept the risk, and set the **Policy** terms or the premium.

Premium Payment

The cover **We** provide in this **Policy** is subject to full payment of the Gross Premium as stated in the **Policy** Schedule. If full payment of the Gross Premium is not made, there is no cover.

All Payments in Australian Dollars

All premiums and claims must be paid in Australian dollars in Australia.

Law of the Policy

This **Policy** is governed by the law of the Territory or State where the **Policy** was issued (which is specified in the **Schedule**). The courts of that place have jurisdiction in any dispute about or under this **Policy**.

Insurance Contracts Act

Nothing contained in this **Policy** shall be construed to reduce or waive either **You** or **Our** privileges, rights or remedies available under the *Insurance Contracts Act 1984* (Cth).

Schedule must be included

This **Policy** is only legally enforceable if it includes a **Schedule** issued by **Us**.

Canceling the Policy - Part B

You can cancel the Policy

You are entitled to cancel this **Policy** with effect from the date **We** receive a written request to cancel the **Policy**. However, **We** will be entitled to retain premium for pro-rata 'time on risk', plus any non-refundable duties.

We can cancel the Policy

- a) **We** may cancel this **Policy** at any time in accordance with the relevant provisions of section 60 of the *Insurance Contracts Act 1984* (Cth), by giving notice in writing to **You** of the date from which cancellation is to take effect.
- b) **We** may deliver this notice to **You** personally, or post it by certified mail (to **You** broker or to the address **You** last gave **Us**). Proof that **We** mailed the notice is sufficient proof that **You** received the notice.
- c) Under section 60 of the *Insurance Contracts Act 1984* (Cth), **We** may cancel this **Policy** at any time where:
 - (i) it is in force by virtue of section 58 of the *Insurance Contracts Act 1984* (Cth); or
 - (ii) it is an interim contract of general insurance.

After cancellation pursuant to this Clause, **We** will refund the premium for the time remaining on the **Policy**, less any non-refundable duties.

How to read Part B of this Insurance Policy

Policy Interpretation

Except where the context otherwise requires it:

- a) the singular includes the plural and the plural includes the singular;
- b) if a word or phrase is defined, its grammatical forms have a corresponding meaning;
- c) words importing a gender include every other gender.

Words With Special Meaning

Whenever the following words are used in Part B - Broadform Liability Policy of this **Policy** in bold type and with a capital letter, they have the special meanings set out below. These words may appear without bold type in endorsements in the **Schedule**.

Advertising Liability

means:

- a) libel, slander or defamation;
- b) infringement of copyright or of title or slogan;
- c) piracy or unfair competition or idea misappropriation under an implied contract; or
- d) invasion of privacy,

committed or alleged to have been committed during the **Period of Insurance** in any advertisement, publicity article, broadcast or telecast and arising out of **Your** advertising activities or any advertising activities conducted on **Your** behalf in the course of advertising **Your Products**, goods or services.

Aircraft

means any vessel, hovercraft, craft or thing designed to transport persons or property in or through the air or space.

Business

means the business stated in the **Schedule** and shall include the activities of any canteen, social, sports, welfare and /or child care organisation or first aid, medical, fire or ambulance services.

Computer Virus

means an executable program or computer code segment that is self-replicating, requires a host program or executable segment in which it can be contained, and which destroys or alters the host, program or other computer code or data, causing undesired program or computer system operation.

Cyber Event

means any **Occurrence** in any way connected with:

- a) an **IT Network**; or
- b) **Computer Virus**.

Excess

means the amount payable by **You** in respect to each **Occurrence** and includes all "Supplementary Payments".

Geographical Limits

means:

- a) anywhere in the world except **North America**;
- b) **North America**, but only with respect to:
 - (i) overseas business visits by any of **Your** directors, partners, officers, executives or employees, who are non-resident in **North America**, but not where they perform manual work in **North America**.
 - (ii) **Products** exported to **North America** without **Your** knowledge.

Internet Operations

means

- a) transfer of computer data or programmes by use of electronic mail systems by **You** including for the purpose of this definition only, part-time and temporary staff, contractors and others within **Your Business** whether or not such data or programmes contain any malicious or damaging code, including but not limited to **Computer Virus**, worm, logic bomb, or trojan horse;
- b) access through **Your** network to the world wide web or a public internet site by **You** including for the purpose of this definition only, part-time and temporary staff, contractors and others within **Your Business**;
- c) access to **Your** intranet (meaning internal company information and computing resources) which is made available through the world wide web for **Your** customers or others outside **Your Business**; and
- d) the operation and maintenance of **Your** website.

IT Network

means any computer hardware (or components thereof), software (or components thereof), communication system networks, **Internet Operations**, websites whatsoever hosted, online or offline media libraries, data, or other peripheral devices.

Information Technology Products

means any computer hardware, communication equipment, electronic equipment or component including any computer chip, microprocessor chip or embedded control logic, computer operating system, computer application or software created, designed, manufactured, installed, assembled, repaired, serviced, treated, sold, supplied, licensed, handled, shared or distributed by **You**, including any packaging or container thereof.

Medical Persons

means medical doctors, medical nurses, dentists and first aid attendants.

Named Insured

means the entity or natural person specified in the **Schedule** as the **Named Insured**.

North America

means United States of America or Canada or their respective territories and protectorates.

Occurrence

means an event including continuous or repeated exposure to substantially the same general conditions, which causes **Personal Injury** or **Property Damage** or **Advertising Liability** none of which is expected or intended from **Your** standpoint.

Period of Insurance

means the duration of this **Policy** as stated in the **Schedule**.

Personal Injury

means:

- a) bodily injury, death, sickness, disease, disability, shock, fright, mental anguish or mental injury;
- b) false arrest, false imprisonment, malicious prosecution and humiliation;
- c) libel, slander, defamation of character;
- d) wrongful entry or wrongful eviction or other invasion of the right of private occupancy; or
- e) assault and battery not committed by or at **Your** direction unless committed for the purpose of preventing or eliminating danger to persons or property,

which occurs during the **Period of Insurance**.

Policy Limit

means the amount(s) specified as such in the **Schedule**.

Policy

means the insurance contract made up of:

- a) this document; and
- b) the **Schedule**; and
- c) the endorsements, if any, contained or referred to in the **Schedule**.

Products Liability

means **Personal Injury** or **Property Damage**:

- a) caused by any defect, or the harmful nature of any of **Your Products**; or
- b) resulting from any defect or deficiency in any direction or advice given at any time or intended to be given by **You** concerning the use or storage of **Your Products**.

Property Damage

means:

- a) physical damage to or destruction or loss of tangible property which occurs during the **Period of Insurance** and any loss of use of that property resulting there-from; or
- b) loss of use of tangible property which has not been physically damaged or destroyed or lost which is caused by physical damage to or destruction or loss of other tangible property which occurs during the **Period of Insurance**.

Proposal

means the written proposal form (the date of which is stated in the **Schedule**) together with any other material that was given to **Us**, and relied on by **Us** to effect this **Policy**.

Public Liability

means liability covered by this **Policy** but does not include **Products Liability**.

Schedule

means new **Policy** schedule, renewal schedule or endorsement schedule issued by **Us**.

Silica

means silicon dioxide, occurring in crystalline, amorphous and impure forms, silica particles, silica dust or silica compounds.

Silica Related Dust

means a mixture or combination of **Silica** and other dust or particles.

Terrorism

means an act, which may include but is not limited to an act involving the use of force or violence and/or threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) which from its nature or context is done for, or in connection with, political, religious, ideological or ethnic or similar purposes or reasons, including the intention to influence any government and/or to put the public, or any section of the public, to fear.

Tool of Trade

means any **Vehicle** which has a tool or plant forming part of or attached to or used in connection with it while such tool or plant is engaged on a work site, but does not include:

- a) **Vehicles** whilst in transit to or from any worksite; or
- b) **Vehicles** used for transport or haulage.

Vehicle

means any type of machine on wheels or on caterpillar tracks made or intended to be propelled other than by manual or animal power.

Watercraft

means any vessel, craft or thing made or intended to float on or in or travel on or through or under water.

We or Us or Our

Pacific Indemnity Underwriting Solutions Pty Ltd trading as Plus Indemnity ACN 606 511 639 (PLUS Indemnity) - on behalf of the Insurer.

The Insurer of this policy section is Zurich Australian Insurance Limited (Zurich), ABN 13 000 296 640 - AFSL No. 232507.

You or Your

means each of the following to the extent set forth below:

- a) the **Named Insured**;
- b) all subsidiary companies (now or hereafter constituted) of the **Named Insured** whose place of incorporation is within Australia and whose business falls within the definition of **Your Business**;
- c) any director, executive officer, employee, partner or shareholder of the **Named Insured** or of any company designated in paragraph b) above, but only while acting within the scope of their duties in such capacity;
- d) any **Principal**, not being the **Named Insured**, but with whom the **Named Insured** has entered into a contract for work and provided their interests are required to be insured jointly by the **Named Insured** and then only to the extent required by such contract, and only in respect of work performed as part of the **Business**.

For the purposes of this definition 'Principal' shall mean any person with whom the **Named Insured** has entered into a written contract or agreement to do any work or provide any services in connection with the **Business**.

Your Products

means anything, including any packaging or container thereof (after it has ceased to be in **Your** possession or control) manufactured, grown, extracted, produced, processed, assembled, constructed, erected, installed, repaired, serviced, treated, sold, supplied, resupplied or distributed by **You**.