

Universal Mission Support Company, LLC
Agreement for Services and Goods

Getting Started

- Make sure you have an updated version of Adobe Acrobat Reader before you start – anything updated on or after 2014 should be fine.
- Print Pages 1 through 18 and provide a hand-written signature on Pages 1 and 13 where indicated.
- Scan and email your completed application to dmclient@univ-wea.com. Or fax it to +1 (713) 943-4634.

Questions? We're here to help!

If you have questions about completing this application or what information you need to provide, we're here to help. Contact us at:

N. America +1 (800) 231-5600 ext. 2501

Worldwide +1 (713) 944-1622 ext. 2501

dmclient@univ-wea.com

Agreement for Services and Goods

The undersigned acknowledges and agrees that he/she (i) has read and filled out the entire Application (ii) has read and agrees to the terms and conditions in the accompanying Agreement for Services and Goods, also available at https://creditapplication.universalweather.com/Content/uwa_service_agreement.pdf (iii) authorizes reference checking, obtaining credit report(s), and credit worthiness evaluation(s) with the information provided in the Application form¹, and (iv) has read and agrees to the representations and warranties contained in Section 11 of the accompanying Agreement. The Application and the Agreement are subject to review and acceptance by Universal, at its offices in Houston, Texas, USA, and its countersignature on this Agreement.

¹ This clause (iii) shall not apply when dealing with Trip Cost Estimates.

*Full legal name of company (Please ensure this name matches your Tax ID/Business Registration.)

*Street address

*City

*State

*Zip/Postal code

*Country

*Signature

*Printed name and title

*Date (Day Month Year)

Universal Mission Support Company, LLC

Signature

Printed name and title

Date (Day Month Year)

ARTICLE 1 — SCOPE OF AGREEMENT

1.1 The following provisions shall constitute the terms and conditions (i) under which Universal Mission Support Company, LLC, a Texas limited liability company located at 1150 Gemini Street, Houston, Texas 77058, and its Affiliates around the world shall provide and/or arrange Services and Goods for Client, (ii) which obligate the Client and its Affiliates to pay for such Services and Goods to the Universal entity from which invoice(s) are received, and (iii) which govern all other rights, obligations, and limitations relating to the provision and/or arrangement of Services and Goods by Universal. Capitalized terms used but not otherwise defined in this Agreement shall have the meaning ascribed to such terms in ARTICLE 17.

1.2 Except to the extent specific goods or services are offered by Universal only upon the execution of separate written agreements between Universal and the undersigned credit applicant and/or prospective customer, including all Affiliates of the undersigned credit applicant and/or prospective customer (altogether referred to herein as the “Client”), this agreement for the acquisition of all Services or Goods by Client from, or through any arrangement made by, Universal and the accompanying application (this “Agreement”) and the documents referred to herein, contains the entire understanding of Client and Universal in respect of the acquisition of such Services or Goods by Client and shall govern all matters relating thereto.

ARTICLE 2 — AVAILABLE SERVICES AND GOODS

The services and goods provided to Client by, or through any arrangement made by, Universal, including but not limited to the services and goods listed in this ARTICLE 2 and more fully described in the “Universal Service and Reference Guide, including Fee Schedule” (“Fee Schedule”, an updated copy of which can be obtained by Clients from a Universal sales representative) and other documentation prepared by Universal, all of which are incorporated herein for all purposes, are referred to in this Agreement as the “Services” and the “Goods” and are for the sole and exclusive use of Client for its own internal business purposes or, if Client is a duly authorized agent of the aircraft owner and is lawfully possessed of the aircraft with the owner’s express consent to purchase Services or Goods for the aircraft, for the sole and exclusive use of Client for its own internal business purposes only for such aircraft. Furthermore, Client shall not resell, repackage, or in any way distribute, deliver, forward, transmit, or broadcast, in any format or by any means any part of the Services or Goods to any other party for an unauthorized purpose. Under this Agreement, Universal is primarily a provider, coordinator, and/or arranger of Services for Clients, which may include, without limitation, Trip Support Services, Ground Support Services, and Trip Tools and Training/Education, as described below. Provision by Universal of any Goods under this Agreement represents a sale transaction.

2.1 Trip Support Services. Universal’s Trip Support Services, which may include, without limitation, flight planning, weather, aviation logistics, global regulatory services, eAPIS filing, aviation security, online trip management, Part 135 trip support, and European operations (“Trip Support Services”).

2.2 Intentionally Omitted.

2.3 Ground Support Services. Universal’s Ground Support Services, which may include, without limitation, aircraft handling, ground transportation, catering, other ground services, ground services coordination/supervision, and Client interface by its worldwide network of branded locations owned by Universal, as well as other independent handlers and vendors located throughout the world (“Ground Support Services”).

2.4 Trip Tools and Training/Education. Universal’s Trip Tools, which may include, without limitation, online flight planning, flight scheduling software, airport information, aircraft data link, and mobile trip planning (“Trip Tools”), as well as Training/Education courses to address subjects related to flight department personnel development and best practices.

2.5 Universal Crew Member Identification Cards. Eligible flight crew members operating a Client’s aircraft may, with proper supporting documentation, obtain Universal crew member identification cards (“ID Cards”). ID Cards can be used during the valid time period before the expiration date, unless terminated earlier due to a report of misuse, termination of this Agreement, or discontinuance of the ID Card program by Universal, for flight line identification and to obtain hotel and automobile discounts, but shall NEVER be used to gain access to restricted areas, bypass or evade airport security checks, procedures, or devices, or for airline passes or reduced fares. Client is strictly responsible to ensure its employees do not misuse ID Cards and the return of the ID Cards upon request by Universal due to a report of misuse, after the expiration date, in accordance with Section 10.2 upon termination of this Agreement, or upon discontinuance of the ID Card program by Universal. By signing this application, Client agrees to allow Universal to use the Client’s legal name for the limited purposes of printing the legal name on the Crew Member Identification card.

2.6 Credit Services. Subject to Universal’s continuing discretion regarding credit limits, the Client aircraft’s Captain may charge Services and Goods to Client’s account with Universal.

ARTICLE 3 — THIRD-PARTY PROVIDERS

3.1 Universal-Selected Providers. Universal-Selected Providers are third party independent contractors selected by Universal, and Universal does not, and has no right to, supervise their operations. Although Universal attempts to make arrangements only with providers Universal believes are responsible and reliable, **UNIVERSAL UNDERTAKES NO INVESTIGATION AND DISCLAIMS ANY AND ALL RESPONSIBILITY FOR THE ACTS AND OMISSIONS OF ANY UNIVERSAL-SELECTED PROVIDERS OR FOR THE QUALITY OF SERVICES OR GOODS SOLD OR DELIVERED BY THEM, OR FOR ANY DEFECTS THEREIN, NOTWITHSTANDING THAT UNIVERSAL MAY RECEIVE A FEE FOR REFERRAL OF BUSINESS TO SUCH UNIVERSAL-SELECTED PROVIDERS. SELECTION BY UNIVERSAL OF THIRD-PARTY PROVIDERS WHO ARE AUTHORIZED AND PERMITTED BY AUTHORITIES REGULATING THE PROVISION OF THE SERVICES OR GOODS THAT ARE PROVIDED BY SUCH THIRD-PARTY PROVIDERS SHALL FULLY DISCHARGE ANY UNIVERSAL DUTY OF CARE IN CONNECTION WITH ITS SELECTION OF THIRD-PARTY PROVIDERS. LIABILITY OF UNIVERSAL, IF ANY, FOR THE ACTS OR OMISSIONS OF UNIVERSAL-SELECTED PROVIDERS IS SUBJECT TO ARTICLE 8.**

3.2 Client-Selected Providers. If Client chooses to use a third-party provider of services or goods that is not a Universal-Selected Provider, such Client-Selected Provider shall be Client’s agent. Client hereby assumes any and all responsibility for such third-party provider and Universal shall have no liability of any character, type or description to Client or any other Person for the acts or omissions of such third-party provider and Client shall indemnify Universal therefrom, reimburse Universal therefor, and defend and hold harmless Universal there against, fully and completely, if necessary, in addition to what is provided for in Section 8.4.

ARTICLE 4 — PRICES AND CHARGES

4.1 Services and Goods. A schedule of charges to be invoiced by a Universal entity, for Services and Goods provided by Universal and any applicable UWA Admin Fee, as such term is defined in the Fee Schedule, is published in the Fee Schedule in effect at the time any service is rendered, which Fee Schedule is incorporated herein for all purposes. Prices for any services not on the Fee Schedule shall be determined by Universal in its reasonable discretion.

4.2 Third-Party Charges. Charges in the Fee Schedule do not include charges and disbursements from third parties and Affiliates of Universal, including, without limitation, for the following:

- landing, departure or other permits and clearances;

- communications;
- handling of flights, parking, stopover, and other trip support arrangements, and/or charges for delayed or cancelled flights, or cancelled guaranteed hotel reservations;
- any other charges, fees or taxes, including without limitation navigation or airspace charges, imposed or levied on Client or Universal by the airport, customs or other governmental or quasi- governmental authorities in connection with Client's flight;
- charges for Services and Goods provided by Universal-Selected Providers or Client-Selected Providers; or
- charges for Services and Goods arranged by a Universal-owned ground support services location, Universal-Selected Provider, or a Client-Selected Provider, which could include, without limitation, ground transportation, catering, or de-icing, and paid by the Universal-owned ground support services location, the Universal- Selected Provider, or Client-Selected Provider on Client's behalf, and the associated reasonable Vendor Service Fees, as such term is defined in the Fee Schedule, which are assessed by the Universal- owned ground support services location, the Universal-Selected Provider, or a Client-Selected Provider for the coordination and payment of same.

4.3 UWA Admin Fee. A UWA Admin Fee, as such term is defined in the Fee Schedule, will be added to all third-party invoices, including invoices from Affiliates of Universal, for Services and Goods paid by Universal on Client's behalf and for support of Client VAT recovery efforts utilizing a third-party provider other than a Universal-Selected Provider. The UWA Admin Fee is assessed to compensate Universal for establishing and maintaining its worldwide network of Universal-owned ground support services locations and Universal-Selected Providers for the benefit of Clients in reliance on Universal's credit, and consolidating invoices from and administering payments to Universal-owned ground support services locations, Universal-Selected Providers, and Client-Selected Providers.

4.4 Surcharge fees. Universal will charge a surcharge fee on any invoice paid by credit card.

ARTICLE 5 — CLIENT CREDIT AND SECURITY

5.1 Credit Support. With the information provided by Client in the accompanying application, Universal shall evaluate the creditworthiness of the Client. In its sole discretion, Universal shall determine, from time to time, the appropriate credit limit for Client and, as necessary, require security in the form of a cash security deposit, letter of credit, or credit enhancement in the form of a guarantee from a qualified provider, before initiating or continuing to provide Services and Goods to Client.

5.2 Security Interest. In addition to the remedies set forth in Section 15 and any other remedies that may be available to Universal, Client grants Universal a security interest, once invoiced amounts are past due, in any cash deposit held by Universal to secure payment of any amount past due to Universal from time to time, including cash deposits resulting from Universal's drawing on the letter of credit as provided in Section 6.4.

5.3 Withholding of Services or Goods. If Universal, in its sole discretion, at any time deems itself insecure with regard to the creditworthiness of Client, the provision of Services, including Universal's extension of credit to Client, or Goods may be discontinued, with or without notice, until security is provided that is acceptable to Universal in its sole discretion.

ARTICLE 6 — INVOICING, PAYMENT TERMS

6.1 Invoicing. Universal will invoice Client in U.S. Dollars for, and Client shall pay as provided in this ARTICLE 6, all sums due under this Agreement, including, without limitation, Third-Party Charges and associated Vendor Service Fees, and UWA Admin Fees, all as described in Article 4 above.

Universal will invoice Client for Third-Party Charges, including charges by Universal- owned ground support services locations, Universal-Selected Providers, and Client-Selected Providers, typically after Universal receives an invoice from such third party for such charges. However, Client understands that there may be considerable passage of time between when Client accepts a Service or Good from a third party and when Universal receives the invoice for such Service or Good from such third party. In some instances, Universal receives only an aggregated invoice from third parties, from which Universal shall have the right to extract line item charges attributable to Client for inclusion in the Universal invoice to Client, or receives no formal or timely invoice, in which case Universal may proceed to invoice Client for the third party's customary charge or a charge estimated by Universal. No such delay, regardless of its duration, will relieve Client of its obligation to pay invoices received from Universal. Universal processes and pays all invoices of third parties, whether Universal-owned ground support services locations, Universal- Selected Providers, or Client-Selected Providers, that have trip numbers listed, without independently verifying such invoices. Client is responsible for paying Universal's invoice regardless of whether an underlying third-party invoice that has a trip number is erroneous or fraudulent. Universal invoices will include, and Client agrees to pay, without limitation, charges for communications made or accepted on Client's behalf. Invoices by mail or electronically transmitted message shall be considered original invoices.

6.2 Invoices Under Investigation. It is Client's responsibility to confirm that the invoices received are for Services and/or Goods that were provided to Client, and/or services and/or goods that were provided to Client by a Client-Selected Provider, and to review the invoiced charges for accuracy. Unless disputed in writing by Client within ten (10) days of the invoice date, all invoices shall be deemed correct and accepted by Client and shall be paid by Client as provided in this ARTICLE 6. Inquiries pertaining to charges for Services or Goods provided by Universal-owned ground support services locations or Universal-Selected Providers, or services or goods provided by Client-Selected Providers, will be forwarded by Universal to such third party. However, if Universal has paid such third party prior to notice of Client's dispute inquiry, Client is responsible to pay Universal in full, subject to credit or refund by Universal to the extent a refund or credit is received from such third party. No dispute shall relieve Client of its obligation to timely pay undisputed portions of any invoice received from Universal.

6.3 Payment. Client shall pay Universal for all Services or Goods provided to Client or services or goods administered at the request of Client under this Agreement, including any related tax, duty, fee, or other governmental charge assessed, imposed, or levied at such time as it is imposed or collected, even though retroactively imposed or collected. Payments are due net fifteen (15) days from the date of Universal's invoice. Payment shall be made in US Dollars by wire transfer, check, or draft to the Universal entity and at the bank or other location shown on the invoice with all charges to Client for initiating any wire transfer to be in addition to the amounts reflected on such invoice and paid by Client. All payments, including bank transfers, shall indicate which invoice(s) the payment covers; otherwise, Universal may apply the payment to Client's invoices at Universal's sole discretion. However, if Client is not current in the payment of any accounts with Universal, Universal may apply Client's payments to all or a portion of any outstanding invoices or obligations of Client, as determined by Universal in its sole discretion, without regard to the aging of any account.

6.4 Late Payment. As also stated in Section 15 and along with other remedies available to Universal, past due amounts bear interest at the Agreed Rate. Past due amounts may be offset or presented for payment against Client's letter of credit or any other security Client has delivered to Universal pursuant to ARTICLE 5. In the event a payment from Client reaches Universal after Universal has drawn on the letter of credit to pay the past due amounts,

such payment shall be held by Universal as a cash deposit in lieu of the letter of credit and shall not be refunded by Universal until (i) Client provides alternate credit support that is satisfactory to Universal in its sole discretion or (ii) this Agreement is terminated in accordance with its terms and all Universal invoices have been paid by Client.

ARTICLE 7 — INSURANCE

7.1 Insurance Requirement-Aircraft Owner. At all times during the term of this Agreement and for six (6) months thereafter, Client, if it is the owner of the aircraft, shall maintain in full force and effect, at Client's sole cost and expense, insurance providing complete and comprehensive coverage for Client's flight operations. Such insurance shall include, without limitation, aircraft hull and liability insurance on all aircraft to which Services or Goods will be provided at the request of Client covering, on a "per occurrence" basis, bodily injury to passengers and other Persons, in the amount of at least \$5,000,000 USD per seat of the covered aircraft, and property damage, in the amount of at least the fair market value of the covered aircraft, and insurance covering all associated litigation costs.

7.2 Insurance Requirement-Aircraft Manager. At all times during the term of this Agreement and for six (6) months thereafter, Client, if it is a duly authorized agent of the aircraft owner and is lawfully possessed of the aircraft with the owner's express consent to purchase Services or Goods for the aircraft, shall maintain in full force and effect, at Client's sole cost and expense, insurance providing complete and comprehensive coverage for all of Client's activities, including Client's duties as a duly authorized agent of the aircraft owner whose aircraft Client lawfully possesses with the owner's express consent to purchase Services or Goods for the aircraft. Such insurance shall include, without limitation, insurance covering, on a "per occurrence" basis, bodily injury to passengers and other Persons and property damage, in the amount of at least \$50,000,000 USD, and insurance covering all associated litigation costs.

7.3 Evidence of Insurance. Contemporaneously with Client's execution and delivery of this Agreement, Client shall provide a certificate of insurance to Universal Mission Support Company, LLC of the insurance required under this ARTICLE 7, with Universal Mission Support Company, LLC listed as the certificate holder. Additionally, Client shall provide written notice to Universal of the cancellation, non-renewal, or material change in such insurance at least ten

(10) calendar days prior to such cancellation, non-renewal, or material change.

7.4 Universal to Receive Benefit of Insurance. Client shall use its best efforts to have Universal named as an additional insured under the insurance required by this ARTICLE 7 and Universal shall be entitled to the benefit of such insurance to satisfy Client's indemnification obligations to Universal; provided, however, that insurance coverage required in this ARTICLE 7 shall not be construed to create a limit of Client's liability with respect to its obligations of indemnification under this Agreement. To the extent permitted by the terms of such insurance, Client waives subrogation rights thereunder.

ARTICLE 8 — LIABILITY AND LIMITATIONS THEREOF; EXCLUSIVE REMEDY

8.1 LIMITATIONS OF WARRANTIES. NONE OF UNIVERSAL OR ANY THIRD-PARTY PROVIDER HAS MADE OR MAKES ANY WARRANTIES OR REPRESENTATIONS WHATSOEVER, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR GOODS PROVIDED UNDER THIS AGREEMENT, INCLUDING BUT NOT LIMITED TO: (I) ANY IMPLIED WARRANTY OF MERCHANTABILITY, (II) ANY IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING OR USAGE OF TRADE, OR (III) ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

8.2 Client Responsibilities.

8.2.1 Client acknowledges that certain Services provided under this Agreement are advisory in nature, including, without limitation, flight planning

and weather services, and, with respect to such advisory services, Client agrees that it has a duty to and shall review and verify the accuracy and completeness of all information provided in connection therewith under this Agreement. Universal shall not be responsible for information that Client provides to Universal which is inaccurate.

Client agrees that it has a duty to and shall inspect Goods to be delivered by Universal or a Universal-Selected Provider or Client-Selected Provider prior to accepting delivery of such Goods. Client is encouraged to conduct any further investigation or inspection of Universal or any Universal-Selected Provider OR Client-Selected Provider delivering Goods which Client

determines is necessary or appropriate. CLIENT ACKNOWLEDGES AND AGREES THAT CLIENT IS RESPONSIBLE FOR ENSURING THAT NO PERSONNEL REMAIN ON BOARD ANY AIRCRAFT WHILE IT IS BEING REFUELED OR OTHERWISE SERVICED AND CLIENT SHALL BE SOLELY AND COMPLETELY LIABLE FOR ANY DEATH OR INJURY TO PERSONS, OR DAMAGE TO PROPERTY, ARISING OUT OF CLIENT'S ALLOWING PERSONNEL TO REMAIN ON BOARD ANY AIRCRAFT WHILE IT IS BEING REFUELED OR OTHERWISE SERVICED, OR FOR REQUESTING OR REQUIRING ANY THIRD PARTY PROVIDERS TO OPERATE EQUIPMENT, GAUGES, OR SWITCHES ON ANY AIRCRAFT WHILE FUELING OR OTHERWISE SERVICING SUCH AIRCRAFT.

8.3 Exculpation. Client acknowledges and agrees that none of Universal, any Universal-Selected Provider, or any Client-Selected Provider, or any of their respective officers, directors, shareholders, partners, members, employees, representatives or agents or any of their heirs, successors, administrators, legal representations or assigns (each a "Released Party", and collectively, the "Released Parties"), will be liable to Client in respect of any action, arbitration, audit, hearing, investigation, litigation or suit (whether civil, criminal, administrative or investigative) ("Proceeding") for any and all losses, damages (even if Universal has been notified of the possibility of any such damages), claims, loss of use or profits, diminution of value, death of or personal injury to any person, defective or improperly labeled Services or Goods, or liability of any character, type, or description, including all expenses of litigation, court costs, and attorney's fees, whether by statute, in tort or contract or otherwise ("Losses"), as a result of, in connection with, arising out of, or occasioned by, directly or indirectly, in whole or in part, the provision of, the attempt to provide or the failure to provide Services or Goods by any Released Party, including, without limitation, Losses from use or misuse of any ID Cards issued to Client, and also **INCLUDING LOSSES AS A RESULT OF, IN CONNECTION WITH, ARISING OUT OF, OR OCCASIONED BY, DIRECTLY OR INDIRECTLY, IN WHOLE OR IN PART, THE NEGLIGENCE OF ANY RELEASED PARTY.**

8.4 Indemnification by Client. Client shall indemnify the Released Parties from, reimburse them for, and defend and hold them harmless against, any and all Losses as a result of, in connection with, arising out of, or occasioned by, directly or indirectly, in whole or in part:

8.4.1 the provision of, the attempt to provide or the failure to provide Services or Goods by any Released Party, including, without limitation, Losses from use or misuse of any ID Cards issued to Client, and also **INCLUDING LOSSES AS A RESULT OF, IN CONNECTION WITH, ARISING OUT OF, OR OCCASIONED BY, DIRECTLY OR INDIRECTLY, IN WHOLE OR IN PART, THE NEGLIGENCE OF ANY RELEASED PARTY;** or

8.4.2 Client's failure to obtain any necessary consents from its employees, customers, and travelers regarding Universal's processing of personal data for the purposes of this and any other agreement between Client and Universal.

8.5 NEGLIGENCE. IT IS THE EXPRESSED INTENT OF CLIENT AND UNIVERSAL THAT THE EXCULPATION PROVIDED FOR IN SECTION 8.3 AND

THE INDEMNITY PROVIDED FOR IN SECTION 8.4 ARE EXTENDED BY CLIENT TO EXCULPATE AND INDEMNIFY THE RELEASED PARTIES FROM THE CONSEQUENCES OF THE RELEASED PARTIES' OWN NEGLIGENCE, WHETHER THAT NEGLIGENCE IS THE SOLE OR CONTRIBUTORY CAUSE OF THE RESULTANT LOSSES.

8.6 NO CONSEQUENTIAL DAMAGES. IN NO EVENT AND UNDER NO CIRCUMSTANCES WILL UNIVERSAL OR ANY THIRD-PARTY PROVIDER BE LIABLE TO CLIENT OR ANY OTHER PERSON, BY STATUTE, IN TORT OR CONTRACT OR OTHERWISE, FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, INDIRECT, PUNITIVE OR EXEMPLARY DAMAGES CLAIMED BY CLIENT OR SUCH OTHER PERSON.

8.7 Exclusive Remedy. Should Universal have any liability for Losses under this Agreement, the exclusive remedy for Client for any such Losses as a result of, in connection with, arising out of, or occasioned by, directly or indirectly, in whole or in part, the provision of, the attempt to provide or the failure to provide Services or Goods by any Released Party shall not exceed the amount chargeable to Client in respect of the specific portion of such Services or Goods for that trip leg. The enforcement of the remedy specifically provided for in this Section 8.7 shall be the sole and exclusive remedy of Client for such Losses and any matters relating thereto or arising in connection therewith, and Client hereby expressly waives all other remedies.

8.8 Limitation on Claims. No Proceeding shall be brought against any Released Party by Client unless written notice of a claim has been delivered to such Released Party within thirty (30) days of the later of (i) the claim arising or (ii) Client learning of the existence of the claim; provided, however, that in no event shall any Proceeding be brought against any Released Party by Client more than two (2) years after the date the facts, events or circumstances giving rise to the claim first occur. No Proceeding may be instituted against any Released Party prior to the expiration of six (6) months from the date notice is delivered to such Released Party as provided in this Section 8.8.

ARTICLE 9 — LEASING OF AIRCRAFT/CHANGE OF OWNERSHIP OR REGISTRY

In the event Client leases or loans its aircraft to another party, unless Universal is notified otherwise in writing seven (7) days prior to such leasing or loan and Universal can reach agreement with such lessee or borrower for the provision of and payment for Services and Goods, Client shall remain liable for all expenses incurred by the aircraft or crew as if the Client were operating the aircraft. Client shall also notify Universal of any change in ownership or registry of its aircraft.

ARTICLE 10 — TERM AND TERMINATION; NOTICE

10.1 Term and Termination. This Agreement is performable in Houston, Texas, USA and shall become effective when executed by an officer of Universal at such location. This Agreement shall continue in force until terminated by either party upon prior written notice to the other party.

10.2 Effect of Termination. If this Agreement is terminated as provided in Section 10.1, this Agreement will become null and void and of no further force or effect, except that (i) Client shall remain liable to Universal for payment for Services or Goods obtained by Client, or in its name, or services or goods administered at the request of Client under this Agreement, that have not been paid, but, once all invoiced charges are fully paid, Client shall have a right to the (A) return of any cash deposit being held by Universal, made by or on behalf of Client, (B) release of any letter of credit put in place with Universal by or on behalf of Client, and (C) cancellation of any financial guaranty held by Universal that was made by or on behalf of Client, to secure payment of any amount past due to Universal, each upon written request to Universal and (ii) such Articles of this Agreement as are necessary to enforce its terms and conditions shall survive such termination; provided, however, that nothing in this Section 10.2 will be deemed to release any party from any liability for any breach by such

party of the terms and provisions of this Agreement. Upon termination, Client agrees to immediately return to Universal all ID Cards and other cards issued by Universal and remain liable for any use of such cards until their return.

10.3 Notices. Any notice provided for herein shall be sent by: (i) certified mail, return receipt requested, (ii) hand delivery, or, (iii) fax transmission, addressed to the appropriate party, to Client at its invoice address or fax number, and to Universal Mission Support Company, LLC at 1150 Gemini, Houston, Texas 77058 USA, with a copy, which copy shall not constitute notice, to the Legal Department (Fax 713-943-4613), or at such other address or fax number as may be designated in accordance with this Section 10.3. Unless otherwise stated herein, such notice shall be effective in the case of (i) above, on the third (3rd) day after dispatch within the continental United States, or on the tenth (10th) day after dispatch elsewhere; in the case of (ii) above, when delivered; and, in the case of (iii) above, when sent, if sender's fax machine records the transmission, or recipient verifies receipt or recipient's conduct indicates receipt. Notice given, dispatched, or received on a non-business day or after business hours in the place of receipt will be deemed given, dispatched, or received on the next business day in that place. Electronic mail messages, unless acknowledged by return communication, shall be presumed undelivered and should be redelivered by another method until acknowledged. All fax or other electronic communications or confirmations sent in good faith from a Universal entity to Client with respect to Services or Goods shall be deemed agreed and assented to by Client, unless Client notifies such Universal entity to the contrary by fax or other writing prior to any Service or Good being delivered, or the expiration of 48 hours, whichever first occurs.

ARTICLE 11 — REPRESENTATIONS AND WARRANTIES

In order to induce Universal to enter into this Agreement and to provide the Services or Goods contemplated hereby, Client represents and warrants to Universal that (i) Client either owns the aircraft for which Services or Goods are purchased or is a duly authorized agent of the owner and is lawfully possessed of the aircraft with the owner's express consent to purchase Services or Goods for the aircraft on credit provided by Universal, (ii) Client and those acting on its behalf will not request Universal or any Universal-owned ground support services locations or Universal-selected Providers to provide Services and/or Goods, or Client-Selected Providers to provide services or goods, if providing them would violate the law, including without limitation the U.S. Foreign Corrupt Practices Act, the U.K. Bribery Act 2010, or other local anti-corruption laws, (iii) this Agreement has been duly executed and delivered by Client and this Agreement constitutes the valid and binding obligation of Client, enforceable against Client in accordance with its terms, except as such enforcement may be limited by laws affecting the enforcement of creditors' rights generally or by general equitable principles, (iv) Client has accurately completed the accompanying application form, and (v) the person executing this Agreement is a duly appointed representative of Client and has the requisite authority to execute and deliver this Agreement in the name and on behalf of Client.

ARTICLE 12 — CLIENT INFORMATION AND COMMUNICATIONS WITH UNIVERSAL

12.1 Client Information. Client hereby authorizes Universal and its employees, attorneys, agents, successors and assigns to obtain, from any person, source or entity (including banks, financial institutions and credit agencies) any and all information (including personal and confidential information) concerning the information Client provided in the accompanying application form and Client's credit history and status, deposits and balances with financial institutions, sources of income, assets, present and prior employment, mortgage, financing and/or rental records and insurance coverage. Any such information will be held, used and processed by Universal:

(i) to verify the information provided by Client in the accompanying application form and otherwise provided by Client to Universal and its employees, attorneys, agents, successors and assigns from time to time, (ii) to manage Client's account(s), (iii) to confirm, update and enhance Universal's Client records, (iv) for statistical analysis, (v) to establish any identity or otherwise as required under applicable law, (vi) to assess Client's credit status on an ongoing basis,

(vii) to collect any amounts due from Client to Universal, and (viii) otherwise as considered necessary or appropriate by Universal. In each case, the use of the information may continue after Client has stopped purchasing Services or Goods from, or through any arrangement made by, Universal. In addition, Client may be requested to provide further authorizations and disclosures, and satisfy other conditions, as may be necessary to satisfy credit assessments or money laundering or fraud detection requirements. Universal may disclose information relating to Client and/or Client's account(s) (including personal and confidential information):

(a) to credit reporting or reference agencies, (b) to any agent or sub-contractor of Universal performing services in connection with Client's account, including agents and attorneys collecting amounts due to Universal, (c) to any person to whom Universal proposes to transfer any of its rights and/or duties under this Agreement,

(d) to any guarantor or person providing security in relation to Client's obligations under this Agreement, (e) as required or permitted by law or any regulatory authority, and (f) as otherwise considered necessary or appropriate by Universal. Without prejudice to any other provisions contained in this Agreement, all amounts

due and owing by Client to Universal shall become due and payable immediately if Universal discovers that any information provided by or on behalf of Client to Universal or its employees, attorneys, agents, successors and assigns is inaccurate in any material respect.

12.2 Communications with Universal. Client agrees and acknowledges that all communications between Universal, or its employees, attorneys, agents, successors and assigns, and Client, including but not limited to telephone calls and e-mails, may be monitored for quality control and to ensure compliance with all applicable laws and regulations.

12.3 Personal Data. Client may from time to time provide Universal with information regarding Client's employees, customers, or travelers that could be used, alone or in connection with other information, to identify an individual (collectively referred to herein as "Personal Data"). Universal will process personal data in accordance with the Universal Data Processing Addendum attached to this Agreement.

12.4 Use of Client Name and Logo in Marketing. By signing this Agreement, the Client provides to Universal a limited, non-transferrable, revocable license to use the client's name and logo in Universal's marketing materials. The Client can revoke this license at any time by sending Universal a request in writing.

ARTICLE 13 — TRADE SANCTIONS AND EXPORT CONTROLS, INSPECTIONS

Client acknowledges that the government of the United States of America has imposed: (i) economic and/or trade sanctions and export restrictions against certain countries and political areas and companies, nationals and U.S. government-designated nationals of such countries and areas, (ii) restrictions on U.S. companies and nationals doing business with them, and (iii) restrictions on U.S. companies and nationals doing business with certain companies and persons who the U.S. government has determined have violated the foregoing restrictions. Client agrees that it shall keep itself informed of and shall comply with such sanctions and restrictions as they are revised from time to time, and

that neither Client, any officers, directors, shareholders, partners, members, employees, representatives or agents of Client nor any of the parties receiving or purchasing Services or Goods on behalf of Client hereunder shall be Persons subject to such sanctions or restrictions. Client further acknowledges that the Services may contain certain information that is subject to confidentiality, export and/or release restrictions, and may not be disclosed, exported or released to any third party without (i) ensuring that such disclosure, export or release does not violate any disclosure restrictions, and/or United States export control laws and regulations, and (ii) obtaining authorization for any disclosure, export or release. Finally, Client acknowledges that, although Universal, and third-party providers may make efforts to see that the crew and passengers are presented at and timely processed through government inspection points during the provision of Ground Support Services, Universal and third-party providers will not seek to influence the manner in which inspections by government agencies are conducted, clearance determinations made, or duties/taxes assessed.

ARTICLE 14 — GOVERNING LAW, SERVICE OF PROCESS

14.1 Governing Law. This Agreement and all claims and causes of action (whether in contract, tort or otherwise) that may be based upon, arise out of, or relate to this Agreement or the negotiation, execution or performance of this Agreement shall be governed in accordance with the laws of the State of Texas, USA, or, at the election of the Universal entity from which invoice(s) are received by Client, governed in accordance with the laws of such Universal entity, without regard to the conflicts of law principles of such state that would require the substantive laws of another jurisdiction to apply.

14.2 Jurisdiction and Venue. Each party, by its execution hereof, (i) hereby irrevocably submits to the exclusive jurisdiction of the state or federal courts situated in Harris County, Texas, USA, or, at the election of the Universal entity from which invoice(s) are received by Client, to the exclusive jurisdiction of the local courts situated where such Universal entity is located, for the purpose of any Proceeding between the parties arising in whole or in part under or in connection with this Agreement, including, without limitation, the enforcement of any lien, (ii) hereby waives to the extent not prohibited by applicable law, and agrees not to assert, by way of motion, as a defense or otherwise, in any such Proceeding, any claim that it is not subject personally to the jurisdiction of the above-named courts, that its property is exempt or immune from attachment or execution, that any such Proceeding brought in one of the above-named courts should be dismissed on grounds of forum non conveniens, should be transferred or removed to any court other than one of the above-named courts, or should be stayed by reason of the pendency of some other Proceeding in any other court other than one of the above-named courts, or that this Agreement or the subject matter hereof may not be enforced in or by such court, and (iii) hereby agrees not to commence any such Proceeding other than before one of the above-named courts. Notwithstanding the previous sentence, a party may commence any Proceeding in a court other than the above-named courts solely for the purpose of enforcing an order or judgment issued by one of the above-named courts. Service of process by certified mail, return receipt requested, postage prepaid and addressed to Client shall be sufficient to confer jurisdiction on any of the above-named courts, regardless of where Client is geographically located or does business. At Universal's election, service of process and of judgment may also be made pursuant to any applicable international treaty or convention.

ARTICLE 15 — UNIVERSAL REMEDIES

15.1 Nonpayment. In the event Client fails to make full payment when due, Universal reserves the right to charge Client interest on the unpaid amount at the Agreed Rate. In addition, Universal, without waiving any other rights or remedies to which it may be entitled, shall have the right to suspend

or terminate the provision of Services or Goods until such payment is received and may decide not to accept additional orders from Client and/or seek collection of all amounts due. Universal shall have no liability to Client for any such suspension or termination of the provision of Services or Goods or for the non-acceptance of orders.

15.2 Costs and Expenses of Enforcement. Client will be liable to Universal for all costs and expenses incurred by Universal or other Persons on Universal's behalf in exercising its rights under this Agreement, including costs and expenses associated with collection efforts (including costs and expenses of collection agencies), and litigation (including, but not limited to, late charges, attorney fees, court and discovery costs), and any and all other costs incurred by or on behalf of Universal in enforcing its rights hereunder.

ARTICLE 16 — GENERAL

16.1 Third-Party Beneficiaries. Except as otherwise provided herein, Affiliates of Universal and Universal-Selected Providers are third party beneficiaries of all rights of Universal and all duties owed by Client to Universal under ARTICLE 7 and ARTICLE 8. Except as provided in the preceding sentence, the provisions of this Agreement are for the benefit of the parties to this Agreement and not for the benefit of any other parties.

16.2 Modification. Except as otherwise specifically provided in this Agreement, no waiver, alteration, or modification of this Agreement shall be binding unless in writing and signed by an officer of Universal and a duly authorized representative of Client.

16.3 Assignment. Neither party may assign this Agreement or any interest herein without prior written consent of the other party; provided, however, Universal may assign this Agreement to an Affiliate and may pledge or otherwise mortgage for financing purposes sums due hereunder.

16.4 Language. This Agreement is executed and made in the English language, which shall be the official and governing language of this Agreement, and of all communications, transactions, and proceedings related hereto.

16.5 Invalid Provision. In the event any provision of this Agreement shall be held invalid or otherwise unenforceable, the enforceability of the remaining provisions shall not be impaired thereby. The parties hereby agree that any invalid provision shall be judicially reformed so as to effectuate as nearly as possible the intentions and purposes of the parties.

16.6 Headings. Article and Section headings of this Agreement are for convenience only and are not to be used to explain, modify, amplify or interpret this Agreement.

16.7 Waiver. All rights of Universal hereunder are separate and cumulative, and no one of them, whether or not exercised, shall be exclusive of any other rights hereunder or any rights which Universal may have at law or in equity. No waiver by either party of any default hereunder shall be deemed a waiver of any other default hereunder.

16.8 Interpretation. Each of the parties to this Agreement has participated jointly in the negotiation and drafting of this Agreement. In the event any ambiguity or question of interpretation arises, this Agreement and the other documents and instruments executed in connection with this Agreement shall be construed as if drafted jointly, and no presumption or burden of proof shall arise favoring or disfavoring either party by virtue of the authorship of any provision of this Agreement or such other documents and instruments. The language used in this Agreement shall be deemed to be the language chosen by the parties hereto to express their mutual intent, and no rule of strict construction shall be applied against any Person.

16.9 Terms Generally. The words "hereby," "herein," "hereof," "hereunder" and words of similar import refer to this Agreement as a whole and not merely to the specific article, section, paragraph or clause in which such word appears. All references in this Agreement to Articles or Sections are references to Articles or Sections of this Agreement unless the context

otherwise requires. The words "include", "includes" and "including" are deemed to be followed by the phrase "without limitation," except to the extent already so followed. The definitions given in this Agreement apply equally to both the singular and plural forms of the terms defined. Whenever the context requires, any pronoun includes the corresponding masculine, feminine and neuter forms.

16.10 Entire Agreement; Purchase Orders. This Agreement, including the documents referred to herein, constitutes the entire agreement among the parties with respect to the subject matter hereof and supersedes all other prior agreements and understandings, both written and oral, among the parties or any of them with respect to the subject matter hereof. Client's acceptance of this Agreement is expressly limited to the terms of this Agreement. Client acknowledges and agrees that (A) any revision(s) to this Agreement, when delivered by Universal, shall be deemed accepted and effective upon subsequent use of any Services or Goods and (B) all purchase orders of Client shall be subject to this Section

16.10. Universal expressly objects to the inclusion of any different or additional terms proposed by Client by purchase order or otherwise, and if they are included in a purchase order or otherwise, a contract will result only upon Universal's terms stated herein. Universal's provision of Services under Client's purchase order or inclusion of the corresponding purchase order number on Universal's invoices shall not constitute Universal's acceptance of additional or different terms, including any pre-printed terms on such purchase order. Client agrees that any purchase order, now existing or hereafter issued by Client, is for Client's own internal convenience and shall have the following language automatically incorporated therein: "The terms and conditions set forth in Universal's Agreement for Services and Goods are made a part of this purchase order and replace all contrary terms and conditions, express or implied, in this purchase order. The terms and conditions set forth in Universal's Agreement for Services and Goods are also applicable for all renewals or replacements of this purchase order."

16.11 Electronic or Facsimile Execution. Fax or other electronically transmitted text communications are deemed to be original writings of the parties for the purposes of this Agreement. When applicable, the parties also consent to use Universal's electronic signature option for purposes of electronically signing this Agreement and such electronic signature shall be deemed to be original writings of the parties for purposes of this Agreement.

ARTICLE 17 — DEFINITIONS

17.1 "Affiliate(s)" means, with respect to any specified Person, a Person that directly, or indirectly through one or more intermediaries, controls, or is controlled by, or is under common control with, or holds a voting equity interest in (whether or not controlling), the Person specified. For purposes of this definition, "control" (including the correlative terms "controlling," "controlled by" and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of a Person, whether through the ownership of voting equity interest, by contract or otherwise.

17.2 "Agreed Rate" shall mean the lesser of 1.5% per month, or the maximum rate permitted by the laws of the State of Texas, and any interest which is in excess of such rate shall not be deemed interest and shall be automatically applied to the principal debt amount and the effective rate of interest shall be automatically reduced to such maximum rate.

17.3 "Agreement" shall have the meaning provided in Section 1.2.

17.4 "Client" shall have the meaning provided in Section 1.2.

17.5 "Client-Selected Providers" shall mean any Person selected by the Client that provides services or goods to Client pursuant to this Agreement other than Universal and Universal-Selected Providers.

17.6 "Goods" shall have the meaning provided in ARTICLE 2.

17.7 "ID Cards" shall have the meaning provided in Section 2.5.

- 17.8** "Losses" shall have the meaning provided in Section 8.3.
- 17.9** "Person" means any individual or corporation, association, partnership, limited liability company, joint venture, joint stock or other company, business trust, trust, organization or other entity of any kind.
- 17.10** "Personal Data" shall have the meaning provided in Section 2.1.
- 17.13** "Services" shall have the meaning provided in ARTICLE 2.
- 17.14** "Trip Support Services" shall have the meaning provided in Section 2.1.
- 17.15** "Universal" shall mean Universal Mission Support Company, LLC,

- 12.3.
- 17.11** "Proceeding" shall have the meaning provided in Section 8.3.
- 17.12** "Released Party" or "Released Parties" shall have the meaning provided in Section 8.3.
- a Texas limited liability company, and its Affiliates, collectively, unless the context otherwise requires.
- 17.16** "Universal-Selected Providers" shall mean any Person selected by Universal that provides Services or Goods to Client pursuant to this Agreement other than Universal.

UNIVERSAL DATA PROCESSING ADDENDUM

Universal Mission Support Company, LLC or one of its affiliates (collectively referred to herein as "Universal") has entered into one or more agreements with Client (along with its affiliates, "**Client**") for the supply of goods, services or other items involving the Processing of Personal Data (collectively, "**Agreements**"). This Data Processing Addendum ("**DPA**") made between Client and Universal shall apply to all Processing of Personal Data by Universal in connection with the Agreements. This DPA applies in addition to, not in lieu of, any other terms and conditions agreed with Universal. In the event of a conflict between the terms of the Agreements and this DPA, this DPA shall prevail.

1. **Definitions.** For purposes of this DPA:

- a. "**Data Protection Requirements**" means all applicable laws, regulations, and other legal or self-regulatory requirements in any jurisdiction relating to privacy, data protection, data security, communications secrecy, breach notification, or the Processing of Personal Data, including without limitation, to the extent applicable, the California Consumer Privacy Act, Cal. Civ. Code § 1798.100 *et seq.*, as amended by the California Privacy Rights Act of 2020 (together "**CCPA**") and the General Data Protection Regulation, Regulation (EU) 2016/679 ("**GDPR**").
- b. "**Data Subject**" means an identified or identifiable natural person about whom Personal Data relates.
- c. "**Personal Data**" includes "personal data," "personal information," and "personally identifiable information" received from or collected on behalf of Client, and such terms shall have the same meaning as defined by applicable laws and regulations relating to the collection, use, storage or disclosure of information about a Data Subject.
- d. "**Process**" and "**Processing**" mean any operation or set of operations performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, organization, creating, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction.
- e. "**SCCs**" means (i) where the GDPR applies, the standard contractual clauses adopted by the European Commission in its Implementing Decision (EU) 2021/914 of 4 June 2021 (the "EU SCCs"); (ii) where UK Privacy Laws apply, the standard data protection clauses adopted pursuant to or permitted under Article 46 of the UK GDPR (the "UK SCCs"); and where the Swiss DPA applies, the applicable standard data protection clauses issued, approved or recognized by the Swiss Federal Data Protection and Information Commissioner (the "Swiss SCCs").
- f. "**Security Breach**" means any accidental or unlawful acquisition, destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Data.

2. **Scope and Purposes of Processing.**

- a. Universal will Process Personal Data solely: (1) to fulfill its obligations to Client under the Agreements, including this DPA; (2) on Client's behalf; and (3) in compliance with Data Protection Requirements. If a Data Privacy Law to which Universal is subject requires Universal to Process Personal Data in a manner that conflicts with the terms of the Agreements or this DPA, Universal will inform Client of that legal requirement before Processing. Universal may use Personal Data to conduct internal analytics to improve its own products and services. In addition, Universal may use the names and business contact information of members of Client's flight department to send them informational materials, provided that Universal complies with the ePrivacy Directive, CAN-SPAM and other applicable laws.
- b. Without limiting the foregoing, Client directs Universal, and Universal agrees, to Process Personal Data in accordance with Client's written instructions, as may be provided by Client to Universal from time to time. To the extent the CCPA applies, Client is a Business and Universal is a Service Provider, as those terms are defined under the CCPA.

- c. Universal will inform Client if, in Universal's opinion, an instruction from Client infringes Data Protection Requirements.
 - d. Universal will not sell or share Personal Data or otherwise Process Personal Data for any purpose other than for the specific purposes set forth herein. For the avoidance of doubt, Universal will not Process Personal Data outside of the direct business relationship between Client and Universal. For purposes of this paragraph, "sell" and "share" shall have the meaning set forth in the CCPA.
 - e. Universal will not attempt to link, identify, or otherwise create a relationship between Personal Data and non-Personal Data or any other data without the express authorization of Client.
3. **Personal Data Processing Requirements.** Universal will:
- a. Ensure that the persons it authorizes to Process the Personal Data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.
 - b. Upon written request of Client, assist Client in the fulfilment of Client's obligations to respond to verifiable requests by Data Subjects (or their representatives) for exercising their rights under Data Protection Requirements (such as rights to access or delete Personal Data).
 - c. Promptly notify Client of (i) any third-party or Data Subject complaints regarding the Processing of Personal Data; or (ii) any government or Data Subject requests for access to or information about Universal's Processing of Personal Data on Client's behalf, unless prohibited by law. If Universal receives a third-party, Data Subject, or governmental request, Universal will await written instructions from Client on how, if at all, to assist in responding to the request, to the extent permitted by law. Universal will provide Client with reasonable cooperation and assistance in relation to any such request.
 - d. Provide reasonable assistance to and cooperation with Client for Client's performance of a data protection impact assessment of Processing or proposed Processing of Personal Data.
 - e. Provide reasonable assistance to and cooperation with Client for Client's consultation with regulatory authorities in relation to the Processing or proposed Processing of Personal Data, including complying with any obligation applicable to Universal under Data Protection Requirements to consult with a regulatory authority in relation to Universal's Processing or proposed Processing of Personal Data.
4. **Data Security.** Universal will implement appropriate administrative, technical, physical, and organizational measures to protect Personal Data, as set forth in Annex B.
5. **Security Breach.** Universal will notify Client without undue delay after becoming aware of any Security Breach. Universal will comply with the Security Breach-related obligations directly applicable to it under Data Protection Requirements and will assist Client in Client's compliance with its Security Breach-related obligations, including without limitation, by:
- a. At Universal's own expense, taking steps to mitigate the effects of the Security Breach and reduce the risk to Data Subjects whose Personal Data was involved; and
 - b. Providing Client with the following information, to the extent known:
 - i. The nature of the Security Breach, including, where possible, what happened, the categories and approximate number of Data Subjects concerned, and the categories and approximate number of Personal Data records concerned;
 - ii. The likely consequences of the Security Breach; and

- iii. Measures taken or proposed to be taken by Universal to address the Security Breach, including, where appropriate, measures to mitigate its possible adverse effects.

6. Data Transfers

- a. To the extent Universal Processes Personal Data subject to the GDPR ("European Data") and Universal is established in a country that is neither an EU Member State nor considered by the European Commission to have adequate protection, each party agrees to process such European Data in compliance with the EU SCCs, which are incorporated herein in full by reference and form an integral part of this DPA. The parties agree that for the purposes of the EU SCCs (i) the Module Two terms shall apply; (ii) in Clause 7, the optional docking clause shall apply; (iii) in Clause 9, Option 2 will apply, and the time period for prior notice of sub-processor changes shall be as specified in Section 7(c) of this DPA; (iv) in Clause 11, the optional language will not apply; (v) in Clause 17, Option 1 shall apply and the EU SCCs shall be governed by the laws of Ireland; (vi) in Clause 18(b), disputes shall be resolved before the courts of the courts of Ireland; (vi) Annex I and Annex II of the EU SCCs shall be deemed completed with the information set out in Annex A and Annex B of this DPA respectively.
- b. To the extent the European Data is subject to UK Privacy Laws or the Swiss DPA, each party agrees to process such European Data in compliance with the EU SCCs, which are incorporated herein in full by reference and form an integral part of this DPA in accordance with Section 6.2 and the following modifications: (i) references to "Regulation (EU) 2016/679" shall be interpreted as references to UK Privacy Laws or the Swiss DPA (as applicable); (ii) references to specific Articles of "Regulation (EU) 2016/679" shall be replaced with the equivalent article or section of UK Privacy Laws or the Swiss DPA (as applicable); (iii) references to "EU", "Union", "Member State" and "Member State law" shall be replaced with references to the "UK" or "Switzerland", (as applicable); (iv) Clause 13(a) and Part C of Annex II shall not be used and the "competent supervisory authority" shall be the UK Information Commissioner or Swiss Federal Data Protection Information Commissioner (as applicable); (v) references to the "competent supervisory authority" and "competent courts" shall be replaced with references to the "Information Commissioner" and the "courts of England and Wales" or the "Swiss Federal Data Protection Information Commissioner" and "applicable courts of Switzerland" (as applicable); (vi) in Clause 17, the SCCs shall be governed by the laws of England and Wales or Switzerland (as applicable); and (vii) in Clause 18(b), disputes shall be resolved before the courts of England and Wales or the applicable courts of Switzerland (as applicable).
- c. To extent that and for so long as the EU SCCs implemented in accordance with Section 6.3 cannot be relied on to lawfully transfer European Data in compliance with UK Privacy Laws or the Swiss DPA, the parties agree to process such European Data in compliance with the UK SCCs or Swiss SCCs (as applicable), which shall be incorporated herein in full by reference and form an integral part of this DPA. The annexes, appendices or tables of the UK SCCs and Swiss SCCs shall be deemed populated with the relevant information set out in Annex A and Annex B of this DPA.
- d. Alternate Data Transfer Mechanisms: In the event that European Data Protection Laws and/or a relevant regulator or court of competent jurisdiction requires the parties to adopt supplemental measures ("Supplemental Measures") or an alternative data export solution ("Alternative Transfer Mechanism") to enable the lawful transfer of the Data outside of Europe, both parties agree to cooperate and agree on any Supplemental Measures or Alternative Transfer Mechanism that may be required (but only to the extent such Supplemental Measures or Alternative Transfer Mechanism extend to the territories to which Personal Data is transferred). If the parties are unable to agree upon Supplemental Measures or an Alternative Transfer Mechanism, any of the parties may terminate the Agreements without liability.

7. Sub-Processors

- a. Client acknowledges and agrees that Universal may use Universal affiliates and other subcontractors to Process Personal Data in accordance with the provisions within this DPA and Data Protection Requirements; provided, that Universal notifies Client in advance of Universal's sub-processors, and

Client consents thereto. Client provides the Universal with a general consent to use suppliers listed in uvgo.universalweather.com.

- b. Where Universal subcontracts any of its rights or obligations concerning Personal Data, including to any affiliate, Universal will (i) take steps to select and retain sub-processors that are capable of maintaining appropriate privacy and security measures to protect Personal Data consistent with Data Protection Requirements; and (ii) enter into agreements with each sub-processor that imposes obligations on the sub-processor that are no less restrictive than those imposed on Universal under this DPA.
 - c. Universal will maintain an up-to-date list of its sub-processors who may have access to Personal Data, which it will provide to Client 30 days in advance (to the extent commercially possible), and with reasonable notice of any new sub-processor being able to Process Personal Data. Client may object to a new sub-processor within 30 days of such Universal being posted in uvgo.universalweather.com. In the event Client objects to a new sub-processor, Universal will use reasonable efforts to make available to Client a change in the services or recommend a commercially reasonable change to Client's use of the services to avoid Processing of Personal Data by the objected- to sub-processor without unreasonably burdening Client. If Universal is unable to change the services to satisfy Client, Client may terminate the Agreements and Universal will provide a pro rata refund of any prepaid fees for the period of the Order Term following the effective date of such termination.
8. **Audits.** Upon request, Universal will provide to Client each year its ISO 27001 Certification(the ("**Certification**"). If the Certification does not provide, in Client's reasonable judgment, sufficient information to confirm Universal's compliance with the terms of this DPA, then Universal will allow for and contribute to audits, including inspections, conducted by Client or an accredited third-party audit firm agreed to by both Universal and Client, provided that any such audits shall: (i) occur no more than once per calendar year; (ii) be conducted at Client's sole cost and expense; (iii) only occur after Client has provided Universal with reasonable prior written notice of its intention to audit and ensure that the audit is conducted at a mutually agreeable time. Universal will be compensated for any time that its staff spend in responding to such audit at a rate of \$500/hour. The audit shall be restricted to information that is necessary for the purpose of demonstrating compliance with this DPA. In the event access to Universal's premises and confidential information is required, it shall be subject to reasonable confidentiality provisions. If, during an audit or inspection, Client discovers non-compliance with this DPA, Client and Universal shall work in good faith to agree on a remediation plan and timeline.
9. **Return or Destruction of Personal Data.** Universal shall not retain the Personal Data for longer than is necessary to fulfill the business purposes set forth in Section 2, above. Except to the extent permitted by Data Protection Requirements, Universal will, at Client's choice, either return to Client or securely destroy all Personal Data upon termination or expiration of the Agreements, or earlier upon request from Client. Universal will not be required to return Personal Data which has been destroyed in accordance with Universal's Document Retention Policy.
10. **Term.** This DPA shall remain in effect as long as Universal carries out Personal Data Processing operations on behalf of Client or until the termination or expiration of all Agreements (and all Personal Data has been returned or securely destroyed in accordance with Section 9, above.
11. **Survival.** The provisions of this DPA survive the termination or expiration of the Agreements for so long as Universal or its sub-processors Process the Personal Data.


ANNEX I

A. LIST OF PARTIES

Data Exporter(s):

1.	Name:	Client and its group of affiliates
2.	Address:	The address(es) designated by Client in the Agreements.
3.	Contact person's name, position, and contact details:	The name provided in the Client's Credit Application.
4.	Activities relevant to the Personal Data transferred under these Clauses:	All Processing activities as are reasonably required to facilitate or support the provision of Services described under the Agreements.
5.	Signature and date: PLEASE SIGN HERE >	
6.	Role (controller/processor):	Controller

Data Importer(s):

1.	Name:	Universal
2.	Address:	The address(es) designated by Universal in the Agreements
3.	Contact person's name, position, and contact details:	Kathlynn L. Self, Senior Vice President, Chief Compliance Officer and Data Protection Officer dataprivacy@univ-wea.com
4.	Activities relevant to the Personal Data transferred under these Clauses:	All Processing activities as are reasonably required to facilitate or support the provision of Services described under the Agreements.
5.	Signature and date: UNIVERSAL >	 May 1, 2025
6.	Role (controller/processor):	Processor

B. DESCRIPTION OF TRANSFER

<i>Categories of Data Subjects whose Personal Data is transferred</i>	Individuals who fly on Client's aircraft. Most commonly the Data Subjects will include Client employees, contractors, or other workers ("Workers") and/or their family members or others connected with Workers.
<i>Categories of Personal Data transferred</i>	<p>The services under the Agreements may involve the Processing of the following types of Personal Data:</p> <ul style="list-style-type: none"> • First Name • Middle Name • Surname • Gender • Nationality • Date of Birth • City of Birth • State of Birth • Country of Birth • Birth Certificate • Title • Country of Residence • Country of Citizenship • Passport Number • Visa • Driver's License • Passport Issuing Country • Passport Issue Date • Passport Expiration Date • Address • Phone • Fax • Email • Weight if weight and balance services will be performed • Pilots License Number (there was a brief time that the FAA had the pilot's license number be the pilots social security number. If this is the case for your pilot, Universal would have his or her social security number although it would not be identified in our databases as such). • Pilots License Expiration Date • Customer (Operator) Name • Account Number • Trip Itinerary • IP Address • Device ID • Location • Signature (if CREW ID badges are requested) • Picture (if CREW ID badges are requested) • Employee/Company ID (if CREW ID badges are requested) • Personal preferences • Relationship information (especially with competitors)

	<ul style="list-style-type: none"> • Buyer persona data • Information about pets • Credit card numbers and ACH if an individual wants to use their personal information. • Trade references if an individual wants to use their personal information. • Creditworthiness if an individual wants to use their personal information. • Online user behaviour for users of uvGO. • User identification for users of uvGO.
<i>Sensitive Personal Data transferred (if applicable) and applied restrictions or safeguards that fully take into consideration the nature of the data and the risks involved, such as for instance strict purpose limitation, access restrictions (including access only for staff having followed specialized training), keeping a record of access to the data, restrictions for onward transfers or additional security measures.</i>	<ul style="list-style-type: none"> • Food allergy information for catering orders only • Kosher or halal food preferences for catering orders only • Vaccination records if required by government authorities to enter a country. • Medical tests demonstrating that a person does not have a certain illness, such as COVID-19, if required to enter into a country. • Medical Certification for Crew and Pilot if required by government agencies • Disability status if the passenger needs special accommodations. • Passport Photo Images
<i>The frequency of the transfer (e.g. whether the data is transferred on a one-off or continuous basis).</i>	Continuous
<i>Nature of the Processing</i>	As described under the Agreements and Section 2 (Scope and Purposes of Processing) of this DPA.
<i>Purpose(s) of the data transfer and further Processing</i>	As described under the Agreements and Section 2 (Scope and Purposes of Processing) of this DPA.
<i>The period for which the Personal Data will be retained, or, if that is not possible, the criteria used to determine that period</i>	The term of the Agreements and any period after the termination or expiration of the Agreements during which Universal processes Personal Data, until Universal has returned or securely destroyed such Personal Data in accordance with Section 9 (Return or Destruction of Personal Data) of this DPA.
<i>For transfers to (sub-) processors, also specify subject matter, nature and duration of the Processing</i>	As described under the Agreements and Section 7 (Sub- Processors) of this DPA.

C. COMPETENT SUPERVISORY AUTHORITY

<i>Identify the competent supervisory authority/ies in accordance with Clause 13</i>	The Irish Data Protection Authority
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ANNEX II

TECHNICAL AND ORGANIZATIONAL MEASURES TO ENSURE THE SECURITY OF THE DATA

Description of the technical and organizational measures implemented by the Data Importer(s) (including any relevant certifications) to ensure an appropriate level of security, taking into account the nature, scope, context and purpose of the Processing, and the risks for the rights and freedoms of Data Subjects.

<i>Transfer Security Measures</i>	Universal Measures
<i>Measures of pseudonymization and encryption of Personal Data</i>	<ul style="list-style-type: none"> ● Attribute scrambling, masking or suppression when performing analyses that don't require all attributes.
	<ul style="list-style-type: none"> ● HTTPS encryption for data in transit (using TLS 1.2 or greater), using industry standard algorithms and certificates. ● Encryption of data at rest using the industry standard AES-256 algorithm.
<i>Measures for ensuring ongoing confidentiality, integrity, availability and resilience of Processing systems and services</i>	<ul style="list-style-type: none"> ● HTTPS encryption for all data in transit, including credentials (using TLS 1.2 or greater), using industry standard algorithms and certificates. ● Encryption of data at rest using the industry standard AES-256 algorithm. ● Multi-Factor Authentication (MFA) for remote access to systems and data. ● Differentiated rights system based on security groups and access control lists. ● Passwords require a defined minimum complexity. Initial passwords must be changed after the first login. ● Guidelines for handling of passwords, including restrictions on reuse and synchronization with non-Universal applications. ● Logical and physical access controls to infrastructure that is hosted by cloud service provider or colocation datacenter. ● Access right management including implementation of access restrictions, implementation of the "need-to-know" principle, managing of individual access rights. Privileged access to systems and data requires management approval and is periodically reviewed. ● Training and confidentiality agreements for internal staff and external staff. ● Network segmentation. ● Segregation of responsibilities and duties. ● HTTPS encryption for data in transit (using TLS 1.2 or greater), using industry standard algorithms and certificates. ● Secure network interconnections ensured by firewalls etc. ● Logging of authentication events, and monitoring of logical system access. ● Logging of data access including, but not limited to access, modification, entry and deletion of data. ● Customer data is backed up to durable data stores and replicated across multiple availability zones. ● Protection of stored backup media.
<i>Measures for ensuring the ability to restore the availability and access to Personal Data in a timely manner in the event of a physical</i>	<ul style="list-style-type: none"> ● Continuity Planning and Disaster Recovery Plan ● Disaster recovery processes to restore data and processes

<i>or technical incident</i>	<ul style="list-style-type: none"> ● Recovery Time Objective (RTO) established for critical systems. ● Capacity management measures to monitor resource consumption of systems as well as planning of future resource requirements. ● Procedures for handling and reporting incidents (incident management) including the detection and reaction to possible security incidents. ● Production data is backed up daily.
<i>Processes for regularly testing, assessing, and evaluating the effectiveness of technical and organizational measures to ensure the security of the Processing</i>	<ul style="list-style-type: none"> ● Testing of business continuity plan ● Internal and external audits ● Automated security vulnerability scans ● Penetration tests conducted by external parties ● ISO 27001 audits
<i>Measures for user identification and authorization</i>	<ul style="list-style-type: none"> ● Authentication via MFA ● Logging authentication and monitored system access ● Access to data necessary for the performance of the particular task is ensured within the systems and applications by a corresponding role and authorization concept in accordance to the “need-to-know” principle.
<i>Measures for the protection of Personal Data during transmission</i>	<ul style="list-style-type: none"> ● HTTPS encryption for data in transit (using TLS 1.2 or greater), using industry standard algorithms and certificates. ● Monitoring for user authentication
<i>Measures for the protection of Personal Data during storage</i>	<ul style="list-style-type: none"> ● System inputs recorded via log files ● Access Control Lists (ACL) ● Multi-factor Authentication (MFA) ● End-user systems and servers that store personnel use industry-standard at-rest encryption.
<i>Measures for ensuring physical security of locations at which Personal Data is processed</i>	<ul style="list-style-type: none"> ● Subdivision of the facility into individual zones with different access authorizations; ● Physical access protection at data centers (e.g. steel doors, windowless rooms or secured windows); ● Electronic access control system to protect security areas; ● Monitoring of the facility by security services and access logging to the facility; ● Video surveillance of data centers and other locations as required by relevant civil aviation authorities; ● Central assignment and revocation of access authorizations; ● Registration and escort of all visitors; ● Mandatory identification within the security areas for all employees and visitors; ● Visitors must be accompanied by employees at all times.
<i>Measures for ensuring events logging</i>	<ul style="list-style-type: none"> ● Remote, centralized logging ● Log replication and protection against tampering ● NTP synchronization to ensure accurate time stamps across multiple log sources
<i>Measures for ensuring system configuration, including default configuration</i>	<ul style="list-style-type: none"> ● Access Control Policy and Procedures ● Baseline configuration identification

	<ul style="list-style-type: none"> ● Configuration Planning and Management ● Configuration Change Management ● Configuration audits ● Mobile device management
<i>Measures for internal IT and IT security governance and management</i>	<ul style="list-style-type: none"> ● Dedicated and identified person to oversee the company's information security and compliance program ● ISO 27001 audits
<i>Measures for certification/assurance of processes and products</i>	<ul style="list-style-type: none"> ● ISO 27001
<i>Measures for ensuring data minimization</i>	<ul style="list-style-type: none"> ● Restrict access to Personal Data to the parties involved in the Processing in accordance with the “need to know” principle and according to the function behind the creation of differentiated access profiles. ● Time limits for retention of some types of data, automatic deletion past designated retention period ● Importing new data fields only when there is a clear purpose
<i>Measures for ensuring data quality</i>	<ul style="list-style-type: none"> ● Process for the exercise of data protection rights (right to amend and update information) ● Automated data quality checks ● Manual review of imported data following internal guidelines
<i>Measures for ensuring limited data retention</i>	<ul style="list-style-type: none"> ● Automated deletion of data past its designated retention period
<i>Measures for ensuring accountability</i>	<ul style="list-style-type: none"> ● Data Processing Agreements with customers and sub-processors, documenting instructions ● Documented security and privacy policies ● Review all privacy decisions for the use of Personal Data within the Universal Services from a “privacy design thinking” perspective
<i>Measures for allowing data portability and ensuring erasure</i>	<ul style="list-style-type: none"> ● Process for the exercise by users of their privacy rights (e.g. right of erasure or right to data portability) ● Use of common formats such as CSV or XLSX.

For transfers to (sub-) processors, also describe the specific technical and organizational measures to be taken by the (sub-) processor to be able to provide assistance to the controller and, for transfers from a processor to a sub-processor, to the Data Exporter.

When Supplier engages a sub-processor under Section 7 (Sub-processors) of this DPA, Supplier and the sub-processor enter into an Agreement with data protection obligations substantially similar to those contained in this DPA. Each sub-processor Agreement must ensure that Supplier is able to meet its obligations to Client.