

ENTERPRISE SERVICE AGREEMENT

This Enterprise Services Agreement ("**Agreement**") is entered by and between Spreedly, Inc., a Delaware corporation, ("**Spreedly**") and vitaCare Prescription Services, Inc. (a Florida corporation, ("**Customer**"). Spreedly and Customer are each a "**Party**" and collectively the "**Parties**"). This Agreement is effective on the last date of signature by a Party in the signature block below ("**Effective Date**").

SPREEDLY		CUSTOMER	
Name:	Spreedly, Inc.	Name:	vitaCare Prescription Services, Inc.
Address:	300 Morris Street, Suite 400	Address:	951 Yamato Rd Suite 160
City/State:	Durham, NC 27701	City/Country:	Boca Raton, FL 33431
PRIMARY SPREEDLY CONTACT		PRIMARY CUSTOMER CONTACT	
Name:	Helen Kruskamp	Name:	
Title:	Enterprise Account Executive	Title:	
Phone:	888-727-7750	Phone:	
Email:	hmkruskamp@spreedly.com	Email:	
SPREEDLY FINANCE CONTACT		CUSTOMER BILLING CONTACT	
Name:	Spreedly Accounting Department	Name:	Accounts Payable
Phone:	888-727-7750	Phone:	
Email:	accounting@spreedly.com	Email:	ap@goodrx.com

Background

Spreedly develops, markets and provides to its customers a web-based payments orchestration and tokenization platform, which includes Spreedly's proprietary API integration (collectively, the "**Platform**"), which enables its customers to validate, tokenize and vault credit cards (and other payment types) and then transact with one or more of the payment gateways that are integrated to the Platform and/or third-party payment method receivers that Spreedly supports, and, where applicable, automatically update expired or lost credit cards (the "**Permitted Use**"). Customer desires to acquire a subscription to access and use the Platform for the Permitted Use, subject to the terms and conditions set forth herein.

Agreement

The Parties agree for themselves, their successors and permitted assigns as follows:

1. Definitions. As used in this Agreement, the following terms will have the meanings set forth below:

1.1. "**Agreement**" means, collectively, this Enterprise Services Agreement, the Order Form(s), the Statements of Work, the Support Services Terms, and the Data Security Policy, in each case as amended from time-to-time.

1.2. "**Card Associations**" means MasterCard, VISA, American Express, Discover, JCB or any other credit card brand or payment card network for or through which Spreedly processes payment card transactions.

1.3. "**Card Data**" means any credit card data uploaded or otherwise received from Customer by or through the Platform for the purposes of being processed within the Platform.

1.4. "**Claim**" means any claim, suit, action, proceeding, or investigation by a governmental body.

1.5. "**Customer Data**" means Card Data and any other data or information that is uploaded or otherwise received from Customer by or through the Platform, for the purposes of being processed within the Platform.

1.6. “Documentation” means the then-current online, electronic and written user documentation and guides, and instructional videos that Spreedly makes available to Customer at: <https://docs.spreedly.com/>, which describe the functionality, components, features or requirements of the Platform, as Spreedly may update from time-to-time in Spreedly's discretion.

1.7. “Malicious Code” means any software, hardware or other technology, device or means, including any virus, worm, malware or other malicious computer code, the purpose or effect of which is to permit unauthorized access to, or to destroy, disrupt, disable, distort, or otherwise harm or impede in any manner any (a) computer, software, firmware, hardware, system or network or (b) any application or function of any of the foregoing or the security, integrity, confidentiality or use of any data processed thereby.

1.8. “Initial Order Form” means Order Form #1 executed by Customer and Spreedly concurrently with the execution and delivery of this Agreement.

1.9. “Intellectual Property Rights” means all patent rights, copyright rights, mask work rights, moral rights, rights of publicity, trademark, trade dress and service mark rights, goodwill, trade secret rights and other intellectual property rights as may now exist or hereafter come into existence, and all applications therefore and registrations, renewals and extensions thereof, under the Laws of any state, country, territory or other jurisdiction.

1.10. “Laws” means all laws, directives, rules and regulations.

1.11. “Losses” means any and all losses, damages, liabilities, deficiencies, judgments, settlements, costs and/or expenses (including reasonable attorneys' fees and costs).

1.12. “Order Form” means each ordering document which is substantially like the form in Schedule A that is executed by Customer and Spreedly that references this Enterprise Services Agreement. Each Order Form is hereby incorporated into this Agreement by reference, as amended from time-to-time by the Parties.

1.13. “PCI-DSS” means the Payment Card Industry Data Security Standard.

1.14. “Professional Services” means any consulting or professional services listed under a Statement of Work that are not included as part of the Support Services. Professional Services may include training, implementation, and configuration of the Platform.

1.15. “Statement of Work” means a statement of work executed by Customer and Spreedly that references this Enterprise Services Agreement, each of which is hereby incorporated into this Agreement by reference, as amended from time-to-time by the Parties.

2. Provision and Use of the Platform.

2.1. Authorization to Use the Platform. Subject to the terms of this Agreement, Spreedly authorizes Customer, during the Term and on a non-exclusive and non-transferable (except as permitted in Section 14.5) basis, to access and use the Platform solely for the Permitted Use. Customer acknowledges and agrees that Spreedly is not a payment gateway or merchant account provider and Spreedly does not assume any direct or indirect liability or responsibility for Customer's agreements with payment gateways or merchant account providers supported on the Platform.

2.2. Lawful Use. Customer will access and use the Platform solely for lawful purposes and will not use it for any fraudulent, illegal or criminal purposes. Customer hereby grants Spreedly authorization to share information with law enforcement about Customer, Customer's transactions and Customer's Spreedly account, in each case if Spreedly reasonably suspects that Customer's use of the Platform has been for an unauthorized, illegal, or criminal purpose. Further, Spreedly reserves the right to not store or submit any transaction Customer submits that Spreedly believes is in violation of this Agreement or applicable Law or otherwise exposes Spreedly or other Spreedly users to harm, including but not limited to, fraud, illegal, and other criminal acts.

2.3. Limitations and Restrictions. Customer will use commercially reasonable efforts to prevent unauthorized third-party access to or use of the Platform. Customer must not do any of the following:

- 2.3.1. modify, adapt, translate or create derivative works or improvements of the Platform or any portion thereof;
- 2.3.2. rent, lease, lend, sell, sublicense, assign, distribute, publish, transfer or otherwise make available the Platform or any features or functionality of the Platform to any other person or entity for any reason, including as part of any time-sharing, service bureau or software as a service arrangement;

- 2.3.3. reverse engineer, disassemble, decompile, decode, adapt or otherwise attempt to derive, gain access to or discover the source code of the Platform or the underlying structure, ideas, know-how, algorithms or methodology relevant to the Platform;
- 2.3.4. input, upload, transmit or otherwise provide to or through the Platform any information or materials that are unlawful or injurious, or contain, transmit or activate any Malicious Code;
- 2.3.5. attempt to gain unauthorized access to, damage, destroy, disrupt, disable, impair, interfere with or otherwise impede or harm in any manner the Platform;
- 2.3.6. access or use the Platform in any way that infringes, misappropriates or otherwise violates any intellectual property right, privacy right or other right of any third party, or that violates any applicable Law; or
- 2.3.7. access or use the Platform for purposes of (A) benchmarking or competitive analysis, (B) developing, producing, marketing, distributing, licensing or selling any product or service that may compete with the Platform, or (C) disclosing to Spreadly's competitors, for any purpose, otherwise non-public information about the Platform.

2.4. Changes to the Platform. Spreadly may make any changes to the Platform (including, without limitation, the design, look and feel, functionality, content, material, information and/or services provided via the Platform) that Spreadly deems necessary or useful to improve the Platform or for any other reason, from time-to-time in Spreadly's sole discretion, and without notice to Customer; provided, however, that Spreadly will not make any such changes that will materially adversely affect its features or functionality available to Customer during the Term. Such changes may include upgrades, bug fixes, patches and other error corrections (collectively, including related Documentation changes, "Updates"). All Updates will be deemed a part of the Platform governed by all the provisions of this Agreement pertaining thereto. Spreadly may periodically offer new features, enhancements, and/or optional product upgrades to the Platform at an additional cost ("Upgrades"). If Customer chooses to utilize such Upgrades, any new charges incurred in connection therewith must be agreed to in a new Order Form.

2.5. Subcontractors. Spreadly may, in Spreadly's discretion, engage subcontractors to aid Spreadly in providing the Platform and performing Spreadly's obligations under this Agreement, but Spreadly will remain liable to Customer for any act or omission by such subcontractors that would be a breach or violation of this Agreement. Spreadly may use Amazon Web Services, Microsoft Azure, Google Cloud Platform and/or such other reputable hosting provider that implements and maintains commercially reasonable security programs, policies, procedures, controls and technologies (each a "Reputable Hosting Services Provider") for cloud-based infrastructure and hosting and storage services for the Platform, and such Reputable Hosting Services Provider will host and store certain portions of Customer Data that is processed through the Platform. Customer hereby specifically approves and consents to Spreadly's use of a Reputable Hosting Services Provider in the manner described and agrees that the Reputable Hosting Services Provider's security programs, policies, procedures, controls and technologies are consistent with industry best practices and comply with the requirements of the Data Security Policy.

2.6. Beta Services. Spreadly may offer Customer access to beta services that are being provided prior to general release ("Beta Services"). Beta Services will be clearly designated as beta, pilot, limited release, developer preview, non-production, evaluation or by a similar description. Beta Services are for evaluation purposes and not for production use, are not considered "services" under this Agreement, are not supported, and may be subject to additional terms. Spreadly may discontinue Beta Services at any time in its sole discretion and may never make them generally available. ALL BETA SERVICES ARE PROVIDED "AS-IS" AND "AS AVAILABLE," WITHOUT WARRANTIES OF ANY KIND. Spreadly will have no liability for any harm or damage arising out of or in connection with the use of Beta Services. If Customer provides feedback ("Feedback") about the Beta Services, Spreadly will be free to use, implement or otherwise commercialize all Feedback provided by Customer without obligation or restriction. For the Beta Services only, the terms of this Section 2.6 supersede any conflicting terms and conditions in the Agreement, but only to the extent necessary to resolve conflict.

2.7. Suspension of Services and Platform Access. Spreadly may suspend or deny Customer's access to or use of all or any part of the Platform and Support Services, without any liability to Customer or others, if (i) Spreadly is required to do so by Law or court order; or (ii) Customer has (A) failed to comply with Section 2.2 or 2.3, following failure to cure within ten (10) business days of written notice of breach, or (B) otherwise breached a material term of this Agreement and have failed to cure such breach within ten (10) business days after Spreadly provides written notice thereof to Customer. Spreadly's remedies in this Section are in addition to, and not in lieu of, Spreadly's termination rights in Section 10.

2.8. Customer Data Export; Customer Data Retention. Customer may elect at any time to perform an automatic export of any Card Data and/or other Customer Data to a third-party endpoint for which Spreadly supports third-party vaulting as set forth at Spreadly's website (currently: <https://docs.spreadly.com/guides/third-party-vaulting>).

For any endpoint for which automatic export is not supported, Customer may request that Spreedly perform one (1) free-of-charge manual export during the Term, of any Card Data or other credit card or user information associated with Customer's account to a recipient designated by Customer, provided that the recipient has proven that it is PCI-DSS compliant, and the transfer is not in violation of any applicable Laws. If Customer requires additional manual exports during the Term, each additional manual export will incur an export charge at Spreedly's then-current rates. Spreedly reserves the right to delete all of Customer's Card Data and any other Customer Data thirty (30) days after the effective date of termination of this Agreement (the "Data Transfer Window"). If Customer requires additional time to arrange the export of its Card Data to a PCI-DSS compliant third party, it may extend the Data Transfer Window for additional thirty (30) day periods by providing notice to Spreedly and continuing to pay a prorated portion of the applicable Fees set forth in the Order Forms.

3. Support Services and Availability.

3.1. Support Services. During the Term, so long as Customer complies with this Agreement, Spreedly will provide customer support services to Customer in accordance with the most recent version of Spreedly's Support Service Terms posted at Spreedly's website (a copy of the current version is attached hereto in Schedule D) at the support level specified on the Order Form (the "Support Services").

3.2. Availability. During the Term, so long as Customer complies with this Agreement, Spreedly will make the Platform available for access and use by Customer in accordance with Spreedly's Availability Commitments posted at Spreedly's website (a copy of the current version is attached hereto in Schedule D) corresponding to the support level specified on the Order Form. SPREEDLY'S SOLE OBLIGATION AND LIABILITY TO CUSTOMER FOR ANY FAILURE TO MEET THE AVAILABILITY COMMITMENTS ARE THE SERVICE CREDITS SPECIFIED IN THE SUPPORT SERVICE TERMS REFERENCED ABOVE.

4. Professional Services. If Customer and Spreedly execute a Statement of Work for Professional Services, the following additional terms will apply:

4.1. Scope of Services; Statements of Work. Subject to the terms of this Agreement, Spreedly will perform the training, consulting, advisory, implementation, configuration, customization and/or other professional services (the "Professional Services") that are mutually agreed upon and described in one or more Statements of Work.

4.2. Personnel. Spreedly reserves the right to determine which of Spreedly's personnel or subcontractors will be assigned to perform Professional Services, and to replace or reassign such personnel during the Term.

4.3. Customer Responsibilities. In connection with Spreedly's provision of the Professional Services, Customer will: (i) reasonably cooperate with Spreedly in all matters relating to the performance of the Professional Services; (ii) respond promptly to Spreedly's requests to provide direction, information, approvals, authorizations or decisions that are reasonably necessary for Spreedly to perform the Professional Services in accordance with the Statement of Work; (iii) provide the content, data and materials that Customer is required to provide as described in the Statement of Work; and (iv) perform those additional tasks and assume those additional responsibilities specified in the applicable Statement of Work ("Customer Responsibilities"). Customer understands and agrees that Spreedly's performance is dependent on Customer's timely and effective satisfaction of Customer Responsibilities.

4.4. Securing Rights. Customer will be solely responsible for securing all rights, consents, licenses or approvals to grant Spreedly access to or use of any third-party data, materials, software or technology necessary for Spreedly's performance of the Professional Services, other than with respect to any third-party materials included as part of the Platform or that Spreedly has otherwise agreed to provide as described in the Statement of Work. Spreedly will abide by the terms and conditions of such permissions, licenses or approvals, provided that Customer has provided to Spreedly written copies of such permissions, licenses or approvals prior to the commencement of the applicable Professional Services.

4.5. Ownership of Work Product. Unless Customer and Spreedly have otherwise expressly provided in a Statement of Work (including by making a specific reference to this Section 4.5), all Deliverables (as defined below) will be deemed to be a part of the Platform hereunder and therefore owned by Spreedly (pursuant to Section 8.1 below) and provided to Customer (pursuant to Section 2.1 above) under the terms of this Agreement. "Deliverables" means all results and proceeds of the Professional Services provided by Spreedly.

4.6. Acceptance of Deliverables. If Customer reasonably believes that any final Deliverable provided by Spreedly as part of Professional Services fails to conform in some material respect to the specifications set forth in the applicable Statement of Work, then Customer will provide Spreedly with a detailed written description of each alleged non-conformance within ten (10) business days after receipt of such Deliverable. In such an event, Spreedly will either confirm the non-conformance and commence work on making corrections to such Deliverable or inform Customer that Spreedly does not agree that a non-conformance exists and provide Customer with a written explanation for Spreedly's conclusion. If Spreedly does not agree that a non-conformance exists, Customer and Spreedly agree to work together

in good faith to try to resolve the matter. If Spreedly does not receive a non-conformance notice from Customer within ten (10) business days after receipt of such Deliverable, such Deliverable will be deemed to be accepted under this Agreement. Each Party will provide reasonable assistance and information to one another to assist in resolving any Deliverable non-conformance issues.

5. Confidentiality.

5.1. Confidential Information. In connection with this Agreement, each Party (as the "Disclosing Party") may disclose or make available its Confidential Information to the other Party (as the "Receiving Party"). "Confidential Information" means all proprietary, non-public information or materials of any character, whether written, electronic, verbal or otherwise furnished by the Disclosing Party or its directors, officers, employees, consultants, contractors, agents or advisors that (i) is marked or otherwise identified as "Confidential" and/or "Proprietary" (or, if disclosed verbally, is reduced to writing and marked or identified as "Confidential" and/or "Proprietary" and forwarded to the other Party within thirty (30) days of oral disclosure) or (ii) should reasonably be understood from all the relevant circumstances to be of confidential or of a proprietary nature, including but not limited to, all (A) trade secrets, (B) financial information and pricing, (C) technical information, such as research, development procedures, algorithms, data, designs, and know-how, (D) individually identifiable personal information, (E) business and operational information, such as planning, marketing interests, pricing and products, and (F) customer lists and all related information. For avoidance of doubt, all non-public information related to the Platform (including without limitation, pricing information (e.g., price quotes) and the source code for the Platform and the methods, algorithms, structure and logic, technical infrastructure, techniques and processes used by Spreedly in developing, producing, marketing and/or providing the Platform) are Spreedly's Confidential Information, Customer Data is Customer's Confidential Information, and the terms of this Agreement and any Order Form or Statement of Work are the Confidential Information of both Parties.

5.2. Exclusions. Confidential Information of a Disclosing Party does not include information that the Receiving Party can demonstrate by written or other documentary records: (i) was rightfully known to the Receiving Party without restriction on use or disclosure prior to such information being disclosed or made available to the Receiving Party in connection with this Agreement; (ii) was or becomes generally known by the public other than by the Receiving Party's or any of its Representatives' (as defined in Section 5.3 below) noncompliance with this Agreement; (iii) was or is received by the Receiving Party on a non-confidential basis from a third party that was not or is not, at the time of such receipt, to the Receiving Party's knowledge, under any obligation to maintain its confidentiality; (iv) was or is independently developed by the Receiving Party without reliance upon any Confidential Information; or (v) to the extent it was or is independently developed by the Receiving Party with use of or reliance upon Residual Information (as defined below).

5.3. Protections. As a condition to being provided with any disclosure of or access to Confidential Information, the Receiving Party will: (i) not use the Disclosing Party's Confidential Information other than as necessary to exercise its rights or perform its obligations under and in accordance with this Agreement; (ii) except as may be permitted under the terms and conditions of Section 5.4 below, not disclose or permit access to such Confidential Information other than to its affiliates and its affiliates' respective officers, employees, directors, attorneys, accountants, professional advisors, contractors, subcontractors, agents and/or consultants (collectively, its "Representatives") who: (x) need to know such Confidential Information for purposes of the Receiving Party's exercise of its rights or performance of its obligations under and in accordance with this Agreement; and (y) have been informed of the confidential nature of the Confidential Information and the Receiving Party's obligations under this Agreement; (iii) safeguard the Confidential Information from unauthorized use, access or disclosure using at least the degree of care it uses to protect its own Confidential Information and in no event less than a reasonable degree of care; and (iv) promptly notify the Disclosing Party of any unauthorized use or disclosure of Confidential Information of which it becomes aware and take all reasonable steps to prevent further unauthorized use or disclosure. Each Party will be liable for any breach of this Agreement by its Representatives to whom it discloses Confidential Information.

5.4. Legally Required Disclosures. If a Receiving Party or one of its Representatives is required by any Law, rule or order of any governmental body or agency, or as otherwise necessary to maintain or comply with any regulatory certifications or requirements, to disclose any Confidential Information, such Receiving Party (i) will, to the extent legally permissible, give the Disclosing Party prompt notice of such request so that the Disclosing Party may (at its own expense) seek an appropriate protective remedy, and (ii) will, and will cause its Representatives to, cooperate with the Disclosing Party (at the Disclosing Party's expense) in the Disclosing Party's efforts to obtain any such protective remedy. In the event that the Disclosing Party is unable to obtain such a protective remedy, the Receiving Party or its Representatives, as applicable, will (A) furnish only that portion of the Confidential Information that the Receiving Party or its Representatives is required to disclose in the opinion of the Receiving Party's or its Representatives' outside counsel, (B) exercise reasonable efforts to assist the Disclosing Party (at the Disclosing Party's expense) in obtaining assurances that confidential treatment will be accorded the Confidential Information so required to be disclosed, and

(C) give notice to the Disclosing Party of the information to be disclosed as far in advance of disclosure of the same as is reasonably possible and legally permissible.

5.5. Ownership. All Confidential Information will remain at all times the sole and exclusive property of the Disclosing Party and the Receiving Party will not acquire any rights in or to such Confidential Information by reason of its disclosure to the Receiving Party hereunder.

6. Data Protection and Privacy.

6.1. Data Security. During the Term, so long as Customer complies with this Agreement, Spreedly will implement safeguards to protect against anticipated threats or hazards to the security, confidentiality or integrity of Customer Data in accordance with Spreedly's Data Security Policy described in Schedule B, as amended from time-to-time (the "Data Security Policy").

6.2. Data Privacy. In addition to the obligations related to the Confidential Information set forth herein, Spreedly shall comply with the data processing addendum (the "Data Processing Addendum") as set forth in Schedule C. In the event of a conflict between Data Processing Addendum and this Agreement, the Data Processing Addendum shall control.

7. Fees and Payment.

7.1. Fees. Customer will pay to Spreedly the fees and charges described in each Order Form and Statement of Work entered into by Customer and Spreedly (the "Fees") in accordance with such Order Form or Statement of Work and this Section 7. All purchases are final, all payment obligations are non-cancelable and (except as otherwise expressly provided in this Agreement or in the applicable Order Form or Statement of Work) all Fees once paid are non-refundable.

7.2. Taxes. If Spreedly is required by law to pay, withhold or deduct any taxes, levies, imports, duties, charges, fees or other amounts from Customer's payments, such amounts will be invoiced to and paid by Customer in addition to the Fees, unless Customer provides Spreedly with a valid exemption certificate from the corresponding authority. If Customer is required by law to withhold or deduct any portion of the Fees due to Spreedly (a "Customer Withholding"), Spreedly will be entitled to "gross-up" the applicable Fees in an amount equal to the Customer Withholding so that Spreedly receives the same Fees it would have received but for the withheld amounts required by law. Customer remains liable for the payment of all such Customer Withholdings, however designated, that are levied or based on Customer's use of the Platform.

7.3. Payment. Customer will make all payments in US dollars. Unless otherwise set forth in an applicable Order Form or Statement of Work, all invoiced amounts are due net thirty (30) days from receipt of the applicable invoice. Customer is responsible for providing complete and accurate billing and contact information and notifying Spreedly of any changes to that information.

8. Ownership and Intellectual Property Rights.

8.1. Platform and Documentation. Customer acknowledges and agrees that Spreedly owns all right, title and interest in and to the Platform and the Documentation, including all Intellectual Property Rights therein and all derivative works thereof. Spreedly is not granting Customer any right, license or authorization with respect to the Platform or the Documentation, except as specifically provided in Section 2.1 above (and subject to the limitations and restrictions in Section 2.3 above). Spreedly reserves all rights not expressly granted to Customer in this Agreement.

8.2. Customer Data. As between Customer and Spreedly, Customer is and will remain the sole and exclusive owner of all right, title and interest in and to all Customer Data, including all Intellectual Property Rights therein, subject to the rights Customer grants to Spreedly in this Section 8. During the Term, Customer hereby grants to Spreedly and its subcontractors all such limited, revocable rights and permissions in or relating to Customer Data as are necessary to: (i) provide the Platform to Customer; and (ii) enforce this Agreement and exercise Spreedly's rights and perform Spreedly's obligations under this Agreement.

8.3. Improvements. To the extent Spreedly makes any improvements to the Platform based upon Customer's use of the Platform, Customer agrees that Spreedly exclusively owns all right, title and interest in and to such improvements, including all related Intellectual Property Rights.

8.4. Usage Data. Customer acknowledges and agrees that Spreedly may collect metadata and other statistical information regarding Customer's use of and the performance of the Platform ("Usage Data"). Usage Data does not contain and is not derived from Customer Data. Customer agrees that Spreedly may use Usage Data in connection with providing Support Services to Customer and for Spreedly's internal business purposes (such as

monitoring, enhancing and improving the Platform), and that Spreedly may publish and share with third parties aggregated Usage Data that cannot, by itself or with other data, directly or indirectly, identify Customer, Customer's customers or clients or any other individual or entity.

9. Term and Termination.

9.1. Term. Unless otherwise terminated in accordance with this Agreement, the initial term of this Agreement will be for the duration specified in the Initial Order Form (the "Initial Term"). Thereafter, this Agreement will automatically renew for successive renewal terms (each, a "Renewal Term" and, together with the Initial Term, the "Term") unless either party provides its intent not to renew within sixty (60) days of the end of the Renewal Term, subject to, and in accordance with, the terms of the Initial Order Form. Unless otherwise mutually agreed upon by the Parties, the term of each additional Order Form will be the same as the term set forth in the Initial Order Form.

9.2. Termination. In addition to any other termination rights described in this Agreement, this Agreement may be terminated at any time by either Party, effective when that Party provides written notice to the other Party: (i) at any time that there are no active and outstanding Order Forms and Statements of Work; or (ii) if the other Party materially breaches the terms of this Agreement (including, for avoidance of doubt, the terms of any Order Form or Statement of Work incorporated herein) and such breach remains uncured thirty (30) days after the non-breaching Party provides the breaching Party with written notice regarding such breach.

9.3. Effect of Termination. The exercise of any right of termination under this Agreement will not affect any rights of either Party (including rights to payment or reimbursement) that have accrued prior to the effective date of termination and will be without prejudice to any other legal or equitable remedies to which a Party may be entitled. If this Agreement is terminated or expires, then: (i) Spreedly will immediately discontinue Customer's access to the Platform; (ii) Customer will complete all pending transactions and stop accepting new transactions through the Platform; (iii) Customer will discontinue use of any Spreedly trademarks and immediately remove any Spreedly references and logos from Customer's website; and (iv) each Party will promptly return to the other or, if so directed by the other Party, destroy all originals and copies of any Confidential Information of the other Party (including all notes, records and materials developed therefrom).

9.4. Surviving Terms. Sections 1 (Definitions), 5 (Confidentiality), 7 (Fees and Payment), 8 (Ownership and Intellectual Property Rights), 9.3 (Effect of Termination), 10.c (Disclaimer of Warranties), 11 (Indemnification), 13 (Limitations of Liability), 14 (Miscellaneous) and this Section 9.4 will survive any expiration or termination of this Agreement along with any provision which by its nature or express terms should survive termination.

10. Representations and Warranties.

10.1. Mutual Representations. The Parties each represent and warrant as applicable that: (i) it is duly organized, validly existing and in good standing as a corporation or other entity under the laws of the jurisdiction of its incorporation or other organization; (ii) it has the full right, power and authority to enter into and perform its obligations under this Agreement; (iii) the execution of an Order Form by its representative has been duly authorized by all necessary corporate or organizational action of Customer; and (iv) when executed and delivered by both Parties, the Agreement will constitute the legal, valid and binding obligation of Customer, enforceable against Customer in accordance with its terms

10.2. Customer Representations. Customer represents and warrants that: (i) it will not use the Platform, directly or indirectly, for any fraudulent undertaking or in any manner so as to interfere with the use of the Platform; (ii) Customer's use of the Platform and its collection and use of all of Customer Data (including Customer's processing of Customer Data and/or any card authorization, credit, ticket only, capture or settlement request, decline transaction, or other related transaction, completed or submitted under Customer's account) will comply with (A) all applicable Laws, (B) the terms of service of the payment gateways, merchant service providers and/or API endpoints Customer connects with on the Platform; (C) the operating rules, bylaws, schedules, supplements and addenda, manuals, instructions, releases, specifications and other requirements, as may be amended from time-to-time, of any of the payment networks including Visa, MasterCard, American Express, Discover Financial Services, and any affiliates thereof or any other payment network applicable to this Agreement; (D) PCI-DSS and PA-DSS, as applicable; and (E) any regulatory body or agency having jurisdiction over the subject matter thereof; (iii) Customer either owns, or has all rights, permissions and consents that are necessary to process, and to permit Spreedly, its subcontractors and the Platform to process as contemplated in this Agreement, all Customer Data and the credit card transaction related thereto; (iv) Spreedly's and its subcontractors' access to and use of Customer Data (including, for the avoidance of doubt, the Card Data and all personal data included with Customer Data) as contemplated by this Agreement does not and will not violate any applicable Law or infringe, misappropriate or otherwise violate any Intellectual Property Right, privacy right or other right of any third party.

10.3. Spreedly Representations. Spreedly represents and warrants that:

- 10.3.1. it will comply with all applicable rules and guidelines regarding service providers, third-party agents and processors as issued by the Card Associations (the "Card Rules"), as updated from time to time, and including Card Rules applicable to U.S. and international credit card transactions;
- 10.3.2. it will (A) be compliant with PCI-DSS and all other applicable standards and guidelines issued by the PCI Security Standards Council, LLC, (the "Council"); (B) validate its PCI-DSS compliance as required by the applicable Card Rules; (C) undergo annual PCI-DSS assessments by a Qualified Security Assessor; and (D) notify Customer if it becomes aware that it is no longer in compliance with PCI-DSS. Spreedly will provide proof of its PCI-DSS compliance to Customer upon request and evidence of its successful completion of its annual assessments on its website (currently available at <https://www.spreedly.com/pci>);
- 10.3.3. the Platform will perform in all material respects in accordance with the functional specifications set forth in the applicable Documentation. If Spreedly breaches this warranty, as Spreedly's sole obligation and liability to Customer and Customer's sole and exclusive remedy, Spreedly will, at its option: (a) promptly correct any portion of the Platform that fails to meet this warranty; (b) provide Customer with a reasonable procedure to circumvent the nonconformity; or (c) refund to Customer on a *pro rata* basis the share of any Fees prepaid by Customer for the portion of the applicable Term in which the Platform is non-conforming;
- 10.3.4. it will perform all Professional Services in a professional and workmanlike manner. If Spreedly breaches this warranty, as Spreedly's sole obligation and liability to Customer and Customer's sole and exclusive remedy, Spreedly will promptly re-perform the non-conforming Services at no additional cost to Customer; and

10.4. Disclaimer of Warranties. EXCEPT FOR THE EXPRESS LIMITED WARRANTIES SET FORTH IN THIS AGREEMENT, THE PLATFORM AND ALL SERVICES PROVIDED BY SPREEDLY HEREUNDER ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS AND SPREEDLY HEREBY DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHER, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT. WITHOUT LIMITING THE FOREGOING, NEITHER SPREEDLY NOR ANYONE ASSOCIATED WITH SPREEDLY, INC. REPRESENTS OR WARRANTS THAT THE PLATFORM WILL BE RELIABLE, ERROR-FREE OR UNINTERRUPTED, THAT DEFECTS WILL BE CORRECTED OR THAT THE PLATFORM WILL OTHERWISE MEET CUSTOMER'S NEEDS OR EXPECTATIONS.

11. Indemnification.

11.1. Spreedly Indemnification. Spreedly will defend Customer from and against any Claims brought by a third party, and will indemnify and hold Customer harmless from any Losses associated with such third party Claims arising from: (i) an allegation that the Platform (excluding Customer Data) infringes any U.S. patent, copyright or trademark of such third party, or misappropriate the trade secret of such third party (each, an "Infringement Claim"); (ii) a "Data Incident" that is caused by Spreedly's material breach of the Data Security Policy (as defined in Schedule B attached hereto); (iii) a "Security Incident" that is caused by Spreedly's material breach of the Data Processing Addendum attached as Schedule C hereto; (iv) Spreedly's failure to remain compliant with PCI-DSS; or (v) the gross negligence or willful misconduct of Spreedly; .

11.2. Customer Indemnification. Customer will defend Spreedly and Spreedly's subcontractors and personnel from and against any Claims brought by a third party, and Customer will indemnify and hold Spreedly and Spreedly's subcontractors and personnel harmless from any Losses associated with such third-party Claims, in each case to the extent the same are based on Customer's gross negligence, willful misconduct or violation of applicable laws.

11.3. Indemnification Process. Each Party will promptly notify the other Party in writing of any Claim for which such Party believes it is entitled to be indemnified pursuant to Section 11.1 or 11.2. The Party seeking indemnification (the "Indemnitee") will cooperate with the other Party (the "Indemnitor") at the Indemnitor's sole cost and expense. The Indemnitor will promptly assume control of the defense and investigation of such Claim and will employ counsel of its choice to handle and defend the same, at the Indemnitor's sole cost and expense. The Indemnitee's failure to perform any obligations under this Section 11.3 will not relieve the Indemnitor of its obligations under this Section 11 except to the extent that the Indemnitor can demonstrate that it has been materially prejudiced as a result of such failure. The Indemnitee may participate in and observe the proceedings at its own cost and expense with counsel of its own choosing. The Indemnitor will not enter into any settlement that imposes any liability or obligation on the Indemnitee without the Indemnitee's prior written consent.

11.4. Additional Terms for Infringement Claims.

- 11.4.1. Spreedly will have no liability or obligation with respect to any Infringement Claim to the extent based upon or arising out of: (A) access to or use of the Platform in combination with any hardware, system, software, network or other materials or service not provided or otherwise approved by Spreedly in the Platform Documentation; (B) use of the Service in the practice of a process or system other than that for which it was intended; or (C) any action taken by Customer relating to use of the Platform that is outside the scope of the rights and authorizations granted or otherwise in breach of this Agreement and/or any applicable Order Form.
- 11.4.2. If the Platform is, or in Spreedly's opinion is likely to be, the subject of an Infringement Claim, or if Customer's use of the Platform is enjoined or threatened to be enjoined, Spreedly may, at Spreedly's option and Spreedly's sole cost and expense: (A) obtain the right for Customer to continue to use the allegedly infringing Platform as contemplated by this Agreement, (B) modify or replace the allegedly infringing Platform to make the Platform (as so modified or replaced) non-infringing, or (C) if Spreedly determine the remedies in clauses (A) and (B) are not commercially reasonable, then Spreedly may terminate the applicable Order Form upon written notice and without any liability to Customer and Spreedly will promptly refund to Customer on a *pro rata* basis the share of any Fees prepaid by Customer for the future portion of the applicable Term that would have remained but for such termination.
- 11.4.3. THIS SECTION 11 SETS FORTH CUSTOMER'S EXCLUSIVE REMEDIES, AND SPREEDLY'S SOLE OBLIGATION AND LIABILITY TO CUSTOMER OR ANY OTHER PERSON OR ENTITY, FOR ANY ACTUAL, THREATENED OR ALLEGED CLAIMS THAT THE PLATFORM (INCLUDING CUSTOMER'S USE THEREOF) INFRINGES, MISAPPROPRIATES OR OTHERWISE VIOLATES ANY INTELLECTUAL PROPERTY RIGHTS OF ANY THIRD PARTY.

12. Insurance. During the Term, Spreedly will maintain (i) commercial general liability insurance with at least \$1,000,000 per occurrence and (ii) "errors and omission" (tech and cyber coverage) insurance in an amount not less than \$5,000,000. Upon Customer's request, Spreedly will provide Customer with a certificate of insurance evidencing the same.

13. Limitation of Liability. IN NO EVENT WILL EITHER PARTY BE LIABLE FOR ANY LOST PROFITS, LOSS OF ANTICIPATED SAVINGS, WASTED EXPENDITURE, LOSS OF BUSINESS OPPORTUNITIES, REPUTATION OR GOODWILL, OR ANY INDIRECT, EXEMPLARY, PUNITIVE, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF BUSINESS PROFITS) ARISING OUT OF OR RELATING TO THIS AGREEMENT, HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY. (I) THE TOTAL AND CUMULATIVE LIABILITY OF CUSTOMER ARISING UNDER OR IN CONNECTION WITH THIS AGREEMENT WILL NOT EXCEED THE AMOUNT OF FEES PAID TO SPREEDLY BY CUSTOMER DURING THE TWELVE-MONTH PERIOD IMMEDIATELY PRECEDING SUCH CLAIM, AND (II) THE TOTAL AND CUMULATIVE LIABILITY OF SPREEDLY ARISING UNDER OR IN CONNECTION WITH THIS AGREEMENT WILL NOT EXCEED TWO TIMES (2X) THE AMOUNT OF FEES PAID TO SPREEDLY BY CUSTOMER DURING THE TWELVE-MONTH PERIOD IMMEDIATELY PRECEDING SUCH CLAIM, PROVIDED HOWEVER, THAT THIS LIMIT ON LIABILITY WILL NOT APPLY TO THE EXTENT THE LIABILITY IS A DIRECT RESULT OF THE FRAUDULENT, CRIMINAL OR GROSSLY NEGLIGENT OR MORE CULPABLE ACTS OR OMISSIONS OF THAT PARTY, FRAUDULENT REPRESENTATION, DEATH OR PERSONAL INJURY CAUSED BY NEGLIGENCE OR ANY MATTER FOR WHICH IT WOULD BE UNLAWFUL FOR THE PARTIES TO EXCLUDE LIABILITY. THE LIMITATIONS IN THIS SECTION WILL APPLY EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.

14. Miscellaneous.

14.1. Entire Agreement. This Agreement and each Order Form and Statement of Work constitute the entire agreement, and supersede all prior negotiations, understandings or agreements (oral or written), between the Parties regarding the subject matter of this Agreement (and all past dealing or industry custom).

14.2. Amendment, Severability and Waiver. No change, consent or waiver under this Agreement will be effective unless in writing and signed by the Party against which enforcement is sought. Any delay or failure of either Party to enforce its rights, powers or privileges under this Agreement, at any time or for any period, will not be construed as a waiver of such rights, powers and privileges, and the exercise of one right or remedy will not be deemed a waiver of any other right or remedy. If any provision of this Agreement is determined to be illegal or unenforceable, that provision will be limited or eliminated to the minimum extent necessary so that this Agreement will otherwise remain in full force and effect and enforceable.

14.3. Governing Law and Venue. This Agreement will be deemed to have been made in and will be governed by and construed in accordance with the laws of the State of Delaware, without regard to its conflicts of law provisions.

14.4. Notices. All notices, instructions, requests, authorizations, consents, demands and other communications hereunder will be in writing and will be delivered by one of the following means, with notice deemed given as indicated in parentheses: (i) by personal delivery (when actually delivered); (ii) by overnight courier (upon written verification of receipt); (iii) by email (upon confirmation of receipt); or (iv) by certified or registered mail, return receipt requested (upon verification of receipt). In each case, such notices will be addressed to a Party at such Party's address set forth in the Initial Order Form (or such other address as updated by such Party from time-to-time by giving notice to the other Party in the manner set forth in this Section 14.4).

14.5. Assignment. Neither Party may assign, delegate or otherwise transfer its rights or obligations under this Agreement without the prior written consent of the other Party; provided that either Party may assign this Agreement in its entirety without the other Party's consent to an entity that acquires all or substantially all of the business or assets of such Party to which this Agreement pertains, whether by merger, reorganization, acquisition, sale or otherwise. This Agreement will be binding upon, and inure to the benefit of, the successors and permitted assigns of the Parties.

14.6. No Third-Party Beneficiaries. This Agreement is for the sole benefit of the Parties hereto and their respective successors and permitted assigns and nothing herein, express or implied, is intended to or will confer on any other person or entity any legal or equitable right, benefit or remedy of any nature whatsoever under or by reason of this Agreement.

14.7. Relationship of the Parties. The relationship between the Parties is that of independent contractors. Nothing contained in this Agreement will be construed as creating any agency, partnership, joint venture or other form of joint enterprise, employment or fiduciary relationship between the Parties, and neither Party will have authority to contract for or bind the other Party in any manner whatsoever.

14.8. Force Majeure. Neither Party will be liable for any delays or non-performance of its obligations arising out of actions or decrees of governmental authorities, criminal acts of third parties, epidemics and/or pandemics as designated by governing authorities, earthquakes, flood, and other natural disasters, war, terrorism, acts of God, or fire, or other similar causes not within such Party's reasonable control (each, a "Force Majeure Event"). In the event of any failure or delay caused by a Force Majeure Event, the affected Party will give prompt written notice to the other Party stating the period of time the occurrence is expected to continue and use commercially reasonable efforts to end the failure or delay and minimize the effects of such Force Majeure Event. Either Party may terminate this Agreement if a Force Majeure Event affecting the other Party continues substantially uninterrupted for a period of thirty (30) days or more.

14.9. Equitable Remedies. Each Party acknowledges and agrees that a breach or threatened breach by such Party of any of its obligations under Section 2.c (Limitations and Restrictions), Section 5 (Confidentiality) or Section 8 (Intellectual Property Rights) of this Agreement would cause the other Party irreparable harm for which monetary damages would not be an adequate remedy and that, in the event of such breach or threatened breach, the other Party will be entitled to equitable relief, including in a restraining order, an injunction, specific performance and any other relief that may be available from any court of competent jurisdiction, without any requirement to post a bond or other security, or to prove actual damages or that monetary damages are not an adequate remedy. Such remedies are not exclusive and are in addition to all other remedies that may be available at law, in equity or otherwise.

14.10. Conflict in Terms. If there is a conflict between this Agreement and any Order Form or Statement of Work, the terms of such Order Form or Statement of Work will govern the provision of the Platform or the Professional Services involved; provided, however, that nothing in an Order Form or Statement of Work may modify or supersede anything in Sections 2.3 (Limitations and Restrictions), 4.5 (Ownership of Work Product), 8 (Ownership and Intellectual Property Rights), 10 (Representations and Warranties), 11 (Indemnification), 13 (Limitation of Liability), or 14 (Miscellaneous) of this Agreement unless an express cross-reference is made to the relevant provision of this Agreement in the applicable Order Form or Statement of Work and the Parties have expressly agreed in such Order Form or Statement of Work to modify or alter the relevant provision of this Agreement.

14.11. Counterparts. This Agreement may be executed in two or more counterparts, each of which will be deemed an original, but all of which together will constitute one and the same instrument. Counterparts may be delivered via facsimile, electronic mail (including pdf or any electronic signature complying with the U.S. federal ESIGN Act of 2000, e.g., www.docusign.com) or other transmission method and any counterpart so delivered will be deemed to have been duly and validly delivered and be valid and effective for all purposes.

[Signatures on Next Page]

The Parties have executed this Agreement by their duly authorized representatives in one or more counterparts, each of which will be deemed an original.

Spreedly, Inc.
("Spreedly")

vitaCare Prescription Services, Inc.
("Customer")

Authorized Signature

Authorized Signature

Print Name

Print Name

Title

Title

Date

Date



SCHEDULE A
ORDER FORM [#]

Spreedly, Inc.
300 Morris Street
Suite 400
Durham, NC 27701

To:
Customer Legal Name:
Tax ID:
Billing Address:
Sales Rep:

Order Form Issued:
Offer Valid Until:

This Order Form is entered into between the entity identified above as "Customer" and Spreedly, Inc. (each a "Party" and collectively, the "Parties") as of the last day it is signed (the "Order Form Effective Date") and is subject to the Agreement (defined below) which is hereby incorporated by reference. For purposes of this Order Form, "Agreement" means the enterprise services agreement (an "ESA") currently in force between the Parties.

In the event of any conflict between the terms of the Agreement and this Order Form, this Order Form will govern. Capitalized terms used but not defined in this Order Form have the meanings set forth in the Agreement or in the Documentation.

1) Order Form Term

2) Platform Fees:

3) API Usage Fees:

4) Account Updater:

5) Payments:

Customer may elect to pay all amounts due under this Agreement either by:

- (a) ACH payment or wire transfer to the following account:

Receiver:	Webster Bank
ABA/Routing #:	211170101
SWIFT Code:	WENAUS31
Beneficiary:	0024760830
	Spreedly, Inc.
	300 Morris Street, Suite 400
	Durham, NC 27701
	USA

- (b) check delivered to the address specified in the relevant invoice.

SAMPLE ONLY DO NOT SIGN

SCHEDULE B

Data Security Policy

This Data Security Policy describes Spreedly's standard information security controls and is hereby incorporated into and made a part of the Enterprise Service Agreement between the Parties. Any capitalized terms used but not defined herein will have the meaning described in the Agreement. In the event of any conflict between the terms of the Agreement and this Data Security Policy, this Data Security Policy will govern with respect to the security measures in place for Customer Data.

A. Definitions.

A.1. "Data Incident" means a breach of Spreedly's security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Customer Data on the Platform. "Data Incidents" exclude unsuccessful attempts or activities that do not compromise the security of Customer Data, including unsuccessful log-in attempts, pings, port scans, denial of service attacks, and other network attacks on firewalls or networked systems.

A.2. "Security" means Spreedly's technological, physical, administrative and procedural safeguards, including without limitation, policies, procedures, guidelines, practices standards, controls, hardware, software, firmware and physical security measures, the function or purpose of which is, in whole or part, to: (a) protect the confidentiality, integrity or availability of Customer Data and the Platform; (b) prevent the unauthorized use of or unauthorized access to the Platform; or (c) prevent a breach or malicious infection of Customer Data.

B. Data Security.

B.1. Security Controls. Spreedly uses industry-accepted technological, physical, administrative, procedural safeguards, methods and products, including without limitation, policies, procedures, guidelines, practices standards, controls, hardware, software, firmware and physical security measures, the function or purpose of which is to: (a) protect the confidentiality, integrity or availability of Customer Data and the Platform; and (b) prevent the unauthorized use of or unauthorized access to the Platform. Spreedly agrees that beginning on the Effective Date of the Agreement, Spreedly will employ and maintain, at a minimum, the reasonable and appropriate security controls listed in Attachment 1 attached hereto and incorporated by reference.

B.2. Data Ownership and Use Limitations. As between Spreedly and Customer, Customer is the owner of any and all Customer Data, including information provided by Customer's clients, customers or users, and Spreedly will have no ownership rights or interest in the Customer Data. Spreedly will use, process and handle Customer Data solely for the purpose of providing services under the Agreement and only per the instructions of Customer.

B.3. Data Deletion. Upon termination of the Agreement for which Spreedly is processing Customer Data, Spreedly will, upon Customer's request and subject to the limitations described in the Agreement, delete Customer Data in accordance with the procedures and timeframes specified in the Agreement.

B.4. Data Tokenization. Tokenization is a process by which the primary account number (PAN) is replaced with a surrogate value called a token. Tokenization promotes security and efficiency between the Platform and connected payment gateways. When available, Spreedly may at its sole discretion tokenize applicable Customer Data for use within the Platform.

B.5. Third-Party Audit and Compliance. Spreedly undergoes annual PCI-DSS assessments by a Qualified Security Assessor and annual SOC 2 Type 2 audits performed by an external third-party. The copy of the most recent Attestation of Compliance with PCI-DSS is available at www.spreedly.com/pci and Spreedly will provide a copy of its most recent SOC 2 Type 2 upon Customer's request.

B.6. Use of Subcontractors. Prior to utilizing any subcontractor, vendor, or other third party, Spreedly will conduct a reasonable, documented investigation of such third party to ensure the third party can comply with the privacy, confidentiality and security requirements of Customer Data that are at least as protective of Customer Data as the requirements imposed on Spreedly under this Data Security Policy.

B.7. Additional Controls. Spreedly may update the security controls in Exhibit A from time to time upon notice to Customer and implement and maintain additional security controls in the event of any material changes to the Platform, available technology or systems, provided that such changes or additional controls will not materially reduce Spreedly's obligations under this Data Security Policy. In the event of any material change (including changes due to a change in applicable Law) which requires a change to all or a significant part of the security controls, services or the Platform, the parties agree to make appropriate adjustments to the terms of the Agreement utilizing the amendment process.

C. Data Incident Response.

C.1. Response Actions. In the event of a Data Incident, Spreedly will:

- C.1.1. promptly conduct a reasonable investigation of the reasons for and circumstances of such Data Incident;
- C.1.2. take all reasonably necessary actions to prevent, contain, and mitigate the impact of, such Data Incident, and remediate such Data Incident;
- C.1.3. provide notice to Customer using the contact information identified in the most recent Order Form without undue delay and in any event within twenty-four (24) hours after the Spreedly confirms such Data Incident;
- C.1.4. promptly, and in no event more than two (2) Business Days after the Spreedly provides notice of a Data Incident provide a written report to Customer providing all relevant details concerning such Data Incident;
- C.1.5. collect and preserve all evidence concerning the discovery, cause, vulnerability, remedial actions and impact related to such Data Incident; and
- C.1.6. document the incident response and remedial actions taken in detail.

C.2. Data Incident Notice. Spreedly hereby authorizes Customer, in Customer's sole and absolute discretion, to provide notice of, and reasonably required information and documents concerning, any Data Incident, to third parties, including without limitations individuals or entities that may have been impacted by the breach.

C.3. Security Contacts. The following individuals will be the primary contacts for purposes of any coordination, communications or notices with respect to this Schedule, or any Data Incident:

Customer Security Contact:	Spreedly Security Contact:
Name: Adam Miller	Name: Jennifer Rosario
Telephone: 800-350-3819	Telephone: 888-727-7750
Email: amiller@vitacarerx.com	Email: security@spreedly.com

Each party will promptly notify the other if any of the foregoing contact information changes.

D. Monitoring and Reporting.

D.1. Records; Maintenance. Spreedly will, consistent with PCI-DSS and its security obligations in this Schedule and the Agreement, collect and record information, and maintain logs, planning documents, audit trails, records and reports, concerning its security, its compliance with this Schedule, Laws, Data Incidents, its storage, processing and transmission of Customer Data and the accessing and use of Customer Data on the Platform.

D.2. Customer Assessments. Upon reasonable notice to Spreedly, once per year during the Term, Customer (or any vendor selected by Customer subject to the conditions in this Schedule), may at Customer's sole cost, undertake an assessment and audit of security and Spreedly's compliance with this Schedule. The scope of such assessments and audits will be as mutually agreed between Spreedly and Customer but will not include penetration testing or any assessment that may adversely affect Spreedly's production environment.

D.3. Security Coordinator. Spreedly will assign a dedicated account manager that will act as the liaison between Customer and Spreedly to communicate compliance with this Schedule, coordinate Data Incident response and remedial action, and provide notice, reporting and other actions and duties as set forth in the Agreement. Spreedly will ensure that such individual is sufficiently trained, qualified and experienced to be able to fulfill these functions and any other related functions that might reasonably be expected to be carried out under this Schedule.

D.4. Information Requests.

- D.4.1. Spreedly will cooperate with Customer in responding to any party, non-party, or government or public authority request or demand made to Customer for information related to the services under the Agreement (including metadata). In the event that such requests are served on Customer, Spreedly will provide Customer with access to such information in the format in which it is maintained in the ordinary course of business (or, on Customer's request, in any format necessary to satisfy such request).

D.4.2. In the event a request or demand by any party, non-party, or government or public authority (in the form of a subpoena, court order or otherwise) is provided to or served on Spreedly for information related to the services under the Agreement (including Customer Data and metadata), Spreedly will, to the extent it may legally do so, promptly notify Customer's security contact (as specified in subsection 3.3) in writing by electronic mail.

E. Cooperation and Coordination. Spreedly agrees to reasonably cooperate and coordinate with Customer concerning: (a) Customer's investigation, enforcement, monitoring, document preparation, notification requirements and reporting concerning Data Incidents and Spreedly's and Customer's compliance with Privacy Laws; and (b) any other activities or duties set forth under this Schedule for which cooperation between Customer and Spreedly may be reasonably required.

F. Survival. Spreedly's obligations and Customer's rights in this Schedule will continue as long as Spreedly, or a third party for or on Spreedly's behalf, controls, possesses, stores, transmits or processes Customer Data, including after expiration or termination of the Agreement.

G. Data Processing Agreement. At the request of the Customer, Spreedly will enter into a data processing agreement that incorporates the European Commission Standard Contractual Clauses between Controllers and Processors, in accordance with the Agreement (or any similar agreement with respect to non-European Union countries) with Customer and its Affiliates in order to allow Customer to be transferred to Spreedly and any Spreedly Affiliate.

Attachment 1: Specific Security Controls

Security Controls	
Information Security Governance	<p>A comprehensive information security program including a policy written in one or more readily accessible parts that: (1) contains technical, physical, administrative and procedural controls to provide for the security, confidentiality, integrity and availability of Personal Information and supplier systems; (2) protect against hazards or threats and unauthorized access or use of Personal Information; (3) controls identified risks; (4) addresses access, retention and transport of Personal Information, and (5) acceptable use.</p> <p>Designate an individual to manage and coordinate its written security policy and who is sufficiently trained, qualified and experienced to be able to fulfill those functions and any other functions that might reasonably be expected to be carried out by the individual as a security manager or officer.</p>
Asset Management	<p>Mechanisms exist to inventory system components that: (1) Accurately reflects the current system; (2) Is at the level of granularity deemed necessary for tracking and reporting; and (3) Includes organization-defined information deemed necessary to achieve effective property accountability.</p> <p>All corporate laptops are full disk encrypted and wiped per industry standards when decommissioned.</p> <p>All infrastructure equipment housing Customer Data resides within certified third-party data centers within AWS. AWS currently uses the techniques detailed in NIST 800-88 ("Guidelines for Media Sanitization") as part of the decommissioning process.</p>
Business Continuity and Disaster Recovery	Plans and regular exercises to address business continuity of key people and processes along with disaster recovery plans for critical technology resiliency.
Change Management	Mechanisms exist to govern the technical configuration change control processes. Prior to implementing changes to the Platform Spreadly will assess the potential impact of such changes on Security and determine whether such changes are consistent with existing Security. No changes to the Platform or Security should be made which increase the risk of a Data Incidents or which would cause a breach of the Schedule.
Cloud Security	Mechanisms exist to facilitate the implementation of cloud management controls to ensure cloud instances are secure and in-line with industry practices.
Compliance	Mechanisms exist to facilitate the identification and implementation of relevant legislative statutory, regulatory, and contractual controls.
Configuration Management	Mechanisms exist to develop, document and maintain secure baseline configurations for technology platforms that are consistent with industry-accepted system hardening standards.
Continuous logging and monitoring	Mechanisms exist to ensure that all systems used to store Customer Data are logged, monitored, and reviewed regularly.
Cryptographic Protections	Spreadly will encrypt all sensitive cardholder data using appropriate encryption technology wherever it is stored or transmitted. Spreadly will use only strong, public encryption algorithms and reputable cryptographic implementations and will not employ any proprietary cryptography.
Data Classification and Handling	Mechanisms exist to facilitate the implementation of data protection controls to ensure data and assets are categorized in accordance with applicable statutory, regulatory, and contractual requirements.
Endpoint Security	Mechanisms exist to protect the confidentiality, integrity, availability and safety of endpoint devices including but not limited to (1) utilization of anti-malware technologies to detect and

	<p>eradicate malicious code; (2) automatic updates of anti-malware technologies, including signature definitions; (3) ensuring that anti-malware technologies are continuously running in real-time and cannot be disabled or altered by non-privileged users, unless specifically authorized by management on a case-by-case basis for a limited time period; and (4) utilization of host-based firewall software, or a similar technology, on all information systems, where technically feasible.</p>
HR Security	<p>As permitted by applicable Law, conduct reasonable background checks of any Spreedly personnel that will have access to Customer Data, including Criminal Record Bureau checks. Mechanisms exist to define acceptable and unacceptable rules of behavior for the use of technologies, including consequences for unacceptable behavior.</p>
Identification and Authentication	<p>Mechanisms exist to (1) provide physical access controls, secure user authentication protocols, secure access control methods, and firewall protection; and (2) prevent terminated supplier personnel from accessing Personal Information and supplier systems by promptly terminating their physical and electronic access to such Personal Information.</p> <p>With respect to supplier systems and Personal Information: (1) maintain secure control over user IDs, passwords and other authentication identifiers; (2) maintain a secure method for selecting and assigning passwords and using authentication technologies such as token devices; (3) Restrict access to only active users/accounts; (4) block user access after multiple unsuccessful attempts to login or otherwise gain access; (5) assign unique user identifications plus passwords, which are not vendor supplied default passwords; and (6) require personnel to change passwords at regular intervals and whenever there is any indication of possible system or password compromise, and avoid re-using or cycling old passwords.</p> <p>Duties and areas of responsibility of supplier personnel are segregated to reduce opportunities for unauthorized or unintentional modification or misuse of supplier system or Personal Information.</p>
Incident Response	<p>Maintain policies and procedures for detecting, monitoring and responding to actual or reasonably suspected intrusions and Data Incidents, and encouraging reporting actual or reasonably suspected Data Incidents, including: (1) training Supplier's personnel with access to Customer Data to recognize actual or potential Data Incidents and to escalate and notify the senior management of the foregoing; (2) mandatory post-incident review of events and actions taken concerning security of Customer Data.</p>
Malicious Code Mitigation Software	<p>Mechanisms exist to (1) implement and maintain software for Spreedly systems that detects, protects against, removes and remedies software or computer code designed to perform an unauthorized function on, or permit unauthorized access to, an information system, including without limitation, computer viruses, Trojan horses, worms, and time or logic bombs; (2) run mitigation software on at least a weekly basis; (3) update mitigation software automatically, including without limitation, obtaining and implementing the most currently available virus signatures.</p>
Network Security	<p>Mechanisms exist to monitor and control communications at the external network boundary and at key internal boundaries within the network including but not limited to (1) up-to-date firewalls between supplier system, the Internet (including internal networks connected to the Internet) and other public networks, and internal networks operated by Supplier that are not necessary for providing the Services to Customer, which are reasonably designed to maintain the security of Personal Information and supplier system; (2) implementation and management of a secure guest network.</p>
Physical and Environmental Security	<p>Mechanisms exist to provide (1) reasonable restrictions on physical access to Customer Data and the Platform; and (2) physical protection against damage from fire, flood, earthquake, explosion, civil unrest, and other forms of natural or man-made disaster should be designed and applied.</p> <p>Policies concerning security for the storage, access, transportation and destruction of records and media containing Personal Information outside of business premises.</p>

Privacy	Mechanisms exist to comply with applicable privacy laws, regulations, and notices.
Risk Management	Periodic and regular information security risk assessment and monitoring of Spreedly's information security program, Security and the Platform, at least annually, including: (1) identifying and assessing reasonably foreseeable internal and external threats and risks to the security, confidentiality, integrity and availability of Personal Information; (2) assessing the likelihood of, and potential damage that can be caused by, identified threats and risks; (3) regularly testing, monitoring and evaluating the sufficiency and effectiveness of Security and Data Incident response actions, and documenting same; (4) assessing adequacy of Spreedly personnel training concerning, and compliance with, Spreedly's information security program; (5) designing, implementing, adjusting and upgrading Security in order to limit identified threats and risks, and address material changes in technology, business and sensitivity of Customer Data; and (6) assessing whether such information security program is operating in a manner reasonably calculated to prevent unauthorized access or use of Customer Data; and (6) detecting, preventing and responding to attacks, intrusions and other system failures.
Secure Engineering and Architecture	Mechanisms exist to facilitate the implementation of industry-recognized security and privacy practices in the specification, design, development, implementation and modification of systems and services.
Security Awareness and Training	Regular and periodic training of Spreedly personnel concerning: (1) Security; (2) implementing Spreedly 's information security program; and (3) the importance of personal information security.
Technology Development and Acquisition	Spreedly will adhere to industry best practices and standards for Secure Software Development Lifecycle (SSDLC), including all of, but not limited to, the following techniques: (1) Leveraging security guidelines from one or all the following industry best practices and standards – OWASP Top 10, SANS Top 25 and Cloud Security Alliance; (2) Consistently executed secure code reviews and testing either through manual peer review or via a code scanning solution; (3) Protection of test data and content and removal of test data and content before deployment to production; (4) System acceptance testing; and (5) System change control and approvals before deployment to production.
Third Party Management	Mechanisms exist to facilitate the implementation of third-party management controls including but not limited to: (1) reasonable steps and due diligence to select and retain third party suppliers that are capable of maintaining security consistent with the Schedule and complying with applicable legal requirements; (2) contractually requiring such suppliers to maintain such security; and (3) regularly assessing and monitoring third party suppliers to confirm their compliance with the applicable security required in the Schedule and by law.
Threat Management	Mechanisms exist to implement a threat intelligence program that includes a cross-organization information-sharing capability that can influence the development of the system and security architectures, selection of security solutions, monitoring, threat hunting, response and recovery activities.
Vulnerability and Patch Management	Mechanisms exist to identify and assign a risk ranking to newly discovered security vulnerabilities using reputable outside sources for security vulnerability information including but not limited to (1) software and firmware patching; (2) vulnerability scanning on a recurring basis; and (3) penetration testing conducted by an independent third party twice per year.

SCHEDULE C DATA PROCESSING ADDENDUM

This Data Processing Addendum (this “**Addendum**”) is between vitaCare Prescriptions Services, Inc., on behalf of itself and its affiliates, including, without limitation, GoodRx, Inc. (collectively, “**Customer**”) and Spreadly, Inc. (“**Service Provider**”) (collectively, the “**Parties**”).

1. Subject Matter and Duration.

- a) **Subject Matter.** Whereas Customer may make available Customer Personal Data to Service Provider solely in connection with the Services. This Addendum reflects the Parties’ commitment to abide by Data Protection Laws concerning the Processing of Customer Personal Data by Service Provider in connection with the Services. Service Provider hereby certifies that it understands and will comply with the restrictions listed in this Addendum. If and to the extent language in this Addendum conflicts with any other agreement, written or otherwise, between the Parties, this Addendum shall control.
- b) **Duration and Survival.** This Addendum will become legally binding upon the date that the Parties sign this Addendum and will apply to Customer Personal Data, whether Processed before, on, or after such effective date of the Addendum. Service Provider’s obligations and Customer’s rights under this Addendum will continue in effect so long as Service Provider Processes Customer Personal Data. If Data Protection Laws change to the extent that (i) any section in this Addendum is no longer determined to be compliant with Data Protection Laws or (ii) updates to this Addendum are required for compliance with Data Protection Laws, Customer may update this Addendum as necessary to address (i) or (ii) of this sentence and Service Provider will be bound by such updated Addendum upon notice by Customer of such updated Addendum.

2. Definitions.

The following terms, and those defined elsewhere within this Addendum, apply.

- a) “**Customer Personal Data**” means Personal Data Processed by Service Provider on behalf of Customer, and includes any data collected via pixel(s) on Customer’s website or mobile application.
- b) “**Data Protection Laws**” means all applicable data privacy and cybersecurity laws and regulations. “Data Protection Laws” include but not limited to, the California Consumer Privacy Act (CCPA), the Virginia Consumer Data Protection Act, the Colorado Privacy Act, the Utah Consumer Privacy Act, and the Connecticut Data Privacy Act.
- c) “**Personal Data**” means (i) any information relating to an identified or identifiable natural person or any information that can be combined with other information to identify a natural person or (ii) any information that is otherwise considered “personal information” (or similar term, such as “personal data”) as defined under the Data Protection Laws.
- d) “**Process**” or “**Processing**” means any operation or set of operations which is performed on data or sets of data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination, or otherwise making available, alignment or combination, restriction, erasure, or destruction.
- e) “**Security Incident**” means any actual or suspected accidental, unauthorized, or unlawful (i) destruction, loss, alteration, or disclosure of or (ii) access to Customer Personal Data.
- f) “**Services**” means the services to be provided by Service Provider pursuant to the Enterprise Service Agreement dated as of the date hereof between the Parties (the “**Services Agreement**”).
- g) “**Third Parties**” means Service Provider’s contractors, agents, vendors, and service providers that Process Customer Personal Data.

3. Data Use and Processing.

- a) Documented Instructions. Service Provider shall, and shall ensure that its Third Parties, Process Customer Personal Data at the sole direction of Customer and for the specific and limited purpose of, and to the extent necessary for, providing the Services to Customer in accordance with this Addendum and its obligations under Data Protection Laws as a “service provider” (as such term, or similar term, such as “processor,” is defined under Data Protection Laws) (a “**Processor**”). Service Provider will, unless legally prohibited from doing so, notify Customer in writing within five (5) business days if it reasonably believes that there is a conflict between Customer’s instructions and applicable law or otherwise seeks to Process Customer Personal Data in a manner that is inconsistent with Customer’s instructions. Further, Service Provider will notify Customer if Service Provider can no longer meet its obligations under Data Protection Laws. Customer has the right, upon

notice (whether by Customer or by Service Provider, such as, in the latter case, notice as set forth in the immediately preceding sentence), to take reasonable and appropriate steps to stop and remediate Service Provider's unauthorized Processing of Personal Information.

- b) Processing Information. The nature and purpose of Service Provider's Processing of Customer Personal Data is as set forth in the first sentence of Section 3(a). The instructions for Processing Customer Personal Data are as set forth under this Addendum. The duration for Service Provider's Processing Customer Personal Data is set forth in the Services Agreement and this Addendum (such as in the case of Section 1(b) and Section 7 of this Addendum). The type of Customer Personal Data subject to Processing is Customer's customer or employee data, as the case may be under the Services Agreement. For purposes of the CCPA, Service Provider Processes Customer Personal Data pursuant to Section 1798.140(e)(5) under the CCPA.
- c) Prohibited Uses. Service Provider shall not, and shall ensure that all Third Parties do not,
 - i) "Sell" or "Share" Customer Personal Data, as such terms are defined by Data Protection Laws;
 - ii) Retain, use, or disclose Customer Personal Data outside of the direct relationship between Customer and Service Provider, unless otherwise expressly permitted under Data Protection Laws for Processors;
 - iii) Retain, use, make available, disclose, or transfer Customer Personal Data for any other purposes than specified in this Addendum;
 - iv) Disclose Customer Personal Data, or any Personal Data derived from Customer Personal Data, to any individual or entity other than to (a) Customer or (b) a Third Party bound to data processing terms no less restrictive than terms to which Service Provider is bound under this Addendum;
 - v) Combine Customer Personal Data that it receives pursuant to this Addendum with Personal Data that it receives from or on behalf of another individual or entity or collects from its own interaction with a consumer, unless otherwise expressly permitted under Data Protection Laws for Processors; and
 - vi) Notwithstanding anything to the contrary under this Addendum or the Services Agreement, use Customer Personal Data to build or modify household or consumer profiles to use in providing services to another business, or to correct or augment data acquired from another source.
- d) Authorization to Use Third Parties. To the extent necessary to fulfill Service Provider's contractual obligations under this Addendum to provide the Services, Customer hereby authorizes (i) Service Provider to engage Third Parties and (ii) Third Parties to engage sub-Processors.
- e) Service Provider and Third Party Compliance. Service Provider shall (i) enter into a written agreement with Third Parties that imposes on such Third Parties (and their sub-Processors) data protection and security requirements for Customer Personal Data that are at least as restrictive as the obligations in this Addendum; and (ii) remain responsible and liable to Customer for Service Provider's Third Parties' (and their sub-Processors if applicable) failure to perform their obligations with respect to the Processing of Customer Personal Data. Service Provider shall flow down all obligations in this Addendum and under Data Protection Laws to Third Parties (and their sub-Processors) regarding, without limitation of the immediately preceding sentence: (i) Customer Personal Data and (ii) all Customer's governmental regulator's rights regarding review and audit.
- f) Right to Object to Third Parties. If applicable under Data Protection Laws, Service Provider shall make available to Customer a list of Third Parties that Process Customer Personal Data upon reasonable request. Prior to engaging any new Third Party that Processes Customer Personal Data, Service Provider will notify Customer via email and allow Customer thirty (30) days to object before engaging such new Third Party. If Customer has legitimate objections to the appointment of any new Third Party, the Parties will work together in good faith to resolve the grounds for the objection for no less than thirty (30) days, and failing any such resolution, Customer may terminate the part of the Services that cannot be performed by Service Provider without use of the Third Party that Customer objected to. Service Provider shall refund any pre-paid fees to Customer in respect of the terminated part of the Services.
- g) Duty of Confidentiality. Service Provider shall ensure that any person or Third Party authorized to Process Customer Personal Data must contractually agree to maintain the confidentiality of such information or be under an appropriate statutory obligation of confidentiality.
- h) Personal Data Inquiries and Requests. Service Provider agrees to provide reasonable assistance and comply, and shall ensure that Third Parties comply, with all reasonable instructions from Customer related to any requests from individuals exercising their rights granted to them under Data Protection Laws, including but not limited to: (i) cooperate with Customer in responding to such requests; (ii) delete any Personal Data, (iii) provide Personal Data in Service Provider's possession that was obtained in connection with the Services,

(iv) correct any inaccurate Personal Data, and (v) opt out Personal Data from any further Processing.

- i) Data Protection Impact Assessment and Prior Consultation. Service Provider agrees to provide reasonable assistance at Customer's expense to Customer where, in Customer's judgement, the type of Processing performed by Service Provider requires a data protection impact assessment or prior consultation with the relevant data protection authorities.
- j) Demonstrable Compliance. Service Provider agrees to keep records of its compliance with this Addendum and Data Protection Laws and, upon Customer's reasonable request, provide any necessary records to Customer to demonstrate such compliance.
- k) De-Identified Data. Where Service Provider receives "deidentified data" (as such term, or similar term, is defined under Data Protection Laws) ("**De-Identified Data**"), Service Provider shall (i) take reasonable measures (but, where Data Protection Laws require a standard higher than "reasonable measures," then Service Provider shall apply that higher standard) to ensure that the De-Identified Data cannot be associated with a natural person or otherwise be associated with any other information such that the De-Identified Data becomes Personal Data, (ii) public commit to Processing the De-Identified Data without attempting to re-identify the De-Identified Data, and (iii) contractually obligate any recipients of the De-Identified Data (to the extent such recipients are approved by Customer in writing) to the requirements set forth in this Section 3(k).
- l) Prohibition of Offshore Disclosure. Nothing in this Addendum shall permit the Service Provider to share, use, or disclose Customer Personal Data in any form via any medium with any third party beyond the boundaries and jurisdiction of the United States without express written authorization from Customer.

4. Information Security Program

- a) Service Provider agrees to implement appropriate technical and organizational measures to protect Customer Personal Data (the "**Information Security Program**"). At a minimum, such measures shall include:
 - i) Pseudonymization of Customer Personal Data where appropriate, and encryption of Customer Personal Data in transit and at rest;
 - ii) The ability to ensure the ongoing confidentiality, integrity, and availability of Service Provider's Processing and Customer Personal Data;
 - iii) Ensuring access to Customer Personal Data is being audited and granted in a consistent manner aligned with the principle of least privilege;
 - iv) Ensuring Customer Personal Data is used only in the manner set forth in the Agreement and any and all other uses are prohibited without advance written approval by Customer;
 - v) The ability to restore the availability and access to Customer Personal Data in the event of a physical or technical incident; and
 - vi) A process for regularly evaluating and testing the effectiveness of the Service Provider's Information Security Program to ensure the security of Customer Personal Data from Security Incidents.

5. Security Incidents.

- a) Security Incident Procedure. Service Provider will deploy and follow policies and procedures to detect, respond to, and otherwise address Security Incidents including but not limited to procedures to (i) identify and respond to Security Incidents, mitigate harmful effects of Security Incidents, and document Security Incidents and their outcomes, and (ii) restore the availability or access to Customer Personal Data in a timely manner.
- b) Notice. Service Provider agrees to provide prompt written notice to Customer's Designated POC without undue delay but in no event longer than twenty-four (24) hours after the Spreadly confirms a Security Incident has taken place. Such notice will include all available details required under Data Protection Laws for Customer to comply with its own notification obligations to regulatory authorities or individuals affected by the Security Incident.
- c) Remediation. Customer has the right to participate in the investigation and response to the Security Incident and Service Provider agrees to cooperate fully in the investigation and remediation of any harm or potential harm caused by the Security Incident. To the extent that a Security Incident gives rise to a need, in Customer's sole judgment to: (i) provide notification to regulatory authorities, individuals, or other persons or entities, or (ii) undertake other remedial measures (including, but not limited to, notice, credit monitoring services and the establishment of a call center to respond to inquiries – collectively, "**Remedial Actions**"), at Customer's

request and direction, and Service Provider agrees to undertake such Remedial Actions. Customer shall have sole discretion to control and direct the timing, content, and manner of any notices, including but not limited to communication with Customer customers or employees, regarding the same. If Customer chooses to carry out any Remedial Action itself, Service Provider agrees to reimburse Customer for the costs associated with such Remedial Action.

6. Audits.

- a) Right to Audit; Permitted Audits. Subject to Section 6(b), Service Provider will make available to Customer on request all information necessary to demonstrate compliance with this Addendum, and will allow for and contribute to audits by Customer or an auditor mandated by Customer in relation to the Processing of Customer Personal Data at least once every twelve (12) months.
- b) Notice. Customer will give Service Provider reasonable notice of any audit or inspection to be conducted under Section 6(a) and will make (and ensure that each of its mandated auditors makes) reasonable endeavors to avoid disruption to the Service Provider's (or Third Parties) personnel, and business in the course of such an audit or inspection.
- c) Audit Results. Upon Service Provider's request, after conducting an audit, Customer shall notify Service Provider of the manner in which Service Provider does not comply with any of the applicable security, confidentiality, or privacy obligations or Data Protection Laws herein. Upon such notice, Service Provider shall make any necessary changes to ensure compliance with such obligations at its own expense and without unreasonable delay and shall notify Customer when such changes are complete. Customer may conduct a follow-up audit within six (6) months of Service Provider's notice of completion of any necessary changes. To the extent that a Service Provider audit or Customer audit identifies any material security vulnerabilities, Service Provider shall remediate those vulnerabilities within fifteen (15) days of the completion of the applicable audit, unless any vulnerability by its nature cannot be remedied within such time, in which case the remediation must be completed within a mutually agreed upon time not to exceed sixty (60) days.

7. Data Deletion.

- a) Data Deletion. Service Provider will abide by the following:
 - i) Within thirty (30) calendar days of completion of the Services, or sooner if requested by Customer, Service Provider will, and will require Third Parties to, securely destroy (per subsection (iii) below) all copies of Customer Personal Data (including but not limited to archival copies), except that Service Provider may retain Customer Personal Data that is required to be retained pursuant to Service Provider's obligations under applicable law; however, after such applicable law no longer requires such retention by Service Provider, Service Provider shall securely delete such Customer Personal Data per subsection (iii) below.
 - ii) Upon Customer's request, Service Provider will promptly return to Customer a copy of all Customer Personal Data within thirty (30) days and, if Customer also requests deletion of the Customer Personal Data, will carry that out as set forth above.
 - iii) Customer Personal Data shall be disposed of in a method that prevents any recovery of the data in accordance with industry best practices for shredding of physical documents and wiping of electronic media (e.g., NIST SP 800-88).
 - iv) Upon Customer's request, Service Provider will provide a "Certificate of Deletion" certifying that Service Provider has deleted all Customer Personal Data. Service Provider will provide the "Certificate of Deletion" within thirty (30) days of Customer's request.

8. [Intentionally Omitted].

9. Contact Information.

- a) Service Provider and the Customer agree to designate a point of contact for urgent privacy and security issues (a "**Designated POC**"). The Designated POC for both parties are:
 - Service Provider Designated POC: CISO security@spreadly.com
 - Customer Designated POC: Gracye Cheng, gracye@goodrx.com

SCHEDULE D

Support and Service Levels

The following terms describe Spreedly's support policies for all Spreedly products and services ("Support Services").

SUPPORT OPTIONS

Our Support Services are designed to provide Spreedly customers and partners with world-class customer support from a global team committed to ensuring your success with our solutions.

Every Spreedly customer receives our base Business Support with 24x7 ticket submission and first response. Business Support ensures all customers have answers to product questions and troubleshooting guidance through email and our online ticketing system. All Customers have access to the Spreedly [Help Center and Knowledge Base](#) and to product [Documentation](#); and can enroll for status notifications at the Spreedly [API Status Page](#). Spreedly does not guarantee response, resolution, or uptime for the Business Support level.

In addition to our Business Support, three levels of additional support services are available under an annual subscription plan (a "Subscription Support Services Plan").

- Advanced Support includes the same services as Business Support and adds annual performance and business reviews and a leadership sponsor to supervise service delivery as well as guaranteed response and resolution times and an uptime SLA.
- Professional Support includes the same services as Advanced Support and adds access to our Red Alert escalation system, implementation and project consulting during your onboarding phase, a technical account manager, gateway consultations, bi-annual business reviews, and quarterly performance check-ins.
- Premium Support includes our Professional Support and adds critical case notification, shared Slack channel support, a dedicated Strategic Account Manager, monthly check-ins with your account team, executive sponsorship, consulting on implementation, project management and gateway integrations through a technical account manager.

CONTACTING SUPPORT

Contact Spreedly's technical support by emailing support@spreedly.com or by submitting a request via our [intake form](#) at support.spreedly.com.

Please include the following information in all support requests:

- The organization name associated with the Spreedly account
- A detailed summary of the issue or question
- Troubleshooting information (if applicable) including:
 - Gateway/Endpoint being used
 - Transaction, Payment Method and/or Gateway Token(s)
 - Link to Spreedly Dashboard
 - Error code received (Transaction Error or HTTP Status Code)
 - Steps to recreate issue
- Priority/Severity Level/Business Impact (see below for Severity Level definitions)

For customers on a Subscription Support Services Plan, critical case notification and phone support contact information will be provided by your technical account manager.

Support for our Partners

If you are a Spreedly Payments Partner and create a ticket on behalf of a customer, please include the customer's organization and email address when creating the ticket.

Support Hours

Spreedly's email support is available 24 hours a day, 7 days of the week, 365 days of the year. We may have reduced staffing during major holidays and we will advise through our [Support Page](#) if this is the case.

Expanded Support Regions

When submitting a new support ticket, you can optionally provide us more information on your preferred region for support. This helps us assign support staff from your region and means you'll be more likely to receive replies during your selected business hours. If you choose a preferred region, the support hours for your support ticket are as follows for all 7 days of the week:

Europe, Middle East, Africa (EMEA): 8am-6pm EET Cape Town (UTC+2)
Americas (AMER): 8am-9pm ET US+Canada (UTC-4)
Asia Pacific (APAC): 8am-6pm SGT (UTC+8)

SELF HELP RESOURCES

Spreedly customers can take full advantage of our self-help tools available within our [Help Center](#), our [API Status Page](#), and from there you can find [product Documentation](#), [technical Documentation](#), [Knowledge Base](#) articles, and access technical guides.

RESPONSE AND RESOLUTION TIMES

Spreedly is committed to rapid response of each request for support. All requests can be logged with Spreedly 24 hours-per-day, 7 days-per-week, 365 days-per-year via email at support@spreedly.com or via our request [intake form](#) at support.spreedly.com.

Spreedly will use commercially reasonable efforts to promptly respond to each support request. Spreedly will provide continuous efforts (24x7x365) to resolve availability issues with the Transaction Processing Service until a workaround or resolution can be provided or until the incident can be downgraded to a lower priority.

CUSTOMER SATISFACTION

Your satisfaction is important to Spreedly. After your case is resolved we may ask for your feedback via ZenDesk. Our support team regularly reviews responses, monitors customer satisfaction, and may contact customers where opportunities for improvement are identified.

We may also reach out via other mechanisms to inquire about your willingness to recommend Spreedly and our services. We appreciate your responses and value your feedback in helping us to continuously enhance our services.

SUBSCRIPTION SUPPORT LEVEL OBJECTIVES

Subscription Support Services Plans come with guaranteed response and resolution times prioritized by the severity and the selected plan as presented in the following Table 1.

As used below, "Transaction Processing Service" means Spreedly's core API responsible for processing customer's payment transaction requests and does not include any beta features or non-payment transaction Spreedly services such as dashboard reporting.

Table 1

Severity	Definition	Spreedly Acknowledgement Time			Resolution Time		
		Advanced	Professional	Premium	Advanced	Professional	Premium
Level 3 (Low)	Non-critical maintenance, configuration or troubleshooting requests not impacting Transaction Processing Service	Up to 72 hours	Up to 48 hours	Up to 24 hours	Next update	Next update	Next update
Level 2 (Serious)	Transaction Processing Service is severely impaired due to a Spreedly issue	Up to 8 hours	Up to 4 hours	Up to 2 hours	Within 5 days	Within 3 days	Within 24 hours
Level 1 (Critical)	Transaction Processing Service is unavailable due to a Spreedly issue	Up to 2 hours	Up to 1 hours	Up to 30 minutes	Within 2 days	Within 1 days	Within 8 hours

Severity Level Definitions

Customers should indicate a priority when submitting a support ticket based on the severity level of their issue, however, Spreedly may adjust the priority if the request no longer fits the original severity level definition. Spreedly is not responsible for any failure to meet performance standards caused by the misassignment of the priority in a support request. Support tickets submitted without a priority will default to Severity Level 3.

Severity levels are defined as follows:

Level 1 (Critical): Transaction Processing Service is unavailable due to an issue under Spreedly's control and no work around exists.

Level 2 (Serious): Transaction Processing Service is severely impaired due to an issue under Spreedly's control although a workaround may exist.

Level 3 (Low): Non-critical maintenance, configuration or troubleshooting requests not impacting the Transaction Processing Service. Includes product questions, feature requests, bugs, and development issues that require investigation by Spreedly.

Before submitting a support request, please first check the Spreedly [API Status Page](#) to see if the outage has already been reported or if your issue is due to scheduled maintenance.

Support Escalation

Spreedly's support team works to ensure that the appropriate resources are focused to ensure a timely resolution. If you are not satisfied with the progress of your support request, you can request an escalation. Subscription Support Services Plans come with a dedicated escalation path and Spreedly management supervision to oversee support procedures and resource prioritization to solve your support request.

Availability Commitments

Subscription Support Services Plans come with guaranteed service levels and service credits based on the selected support plan as presented in the following Table 2.

Table 2

Uptime Availability Commitment		
Advanced	Professional	Premium
99.90%	99.95%	99.99%

The following conditions will apply to the calculation of uptime availability commitments in Table 2:

"Availability" means that the services are up and running, accessible by customer and its end users, without interruption or undue delay.

Any downtime resulting from outages of third-party connections or utilities or other reasons beyond Spreedly's control are excluded.

Downtime will begin to accrue as soon as the Transaction Processing Service is unavailable to customer and/or its end users and continues until the Transaction Processing Service is restored.

Spreedly will give no less than 5 business days prior written notice to Customer of all scheduled maintenance. Spreedly will perform scheduled maintenance in such a way that any interruption of the Transaction Processing Service is kept to a minimum and will provide a maintenance window that will not exceed 60 minutes individually or 24 hours in the aggregate in any month.

If Spreedly fails to meet or exceed the applicable service levels for Customer's given Subscription Support Services Plan (a "Service Level Failure"), Spreedly will issue a credit to Customer (each, a "Service Credit") in the following amounts based on the actual Availability during the applicable calendar month and the Customer's selected Subscription Support Services Plan as presented in the following Table 3:

Table 3

Service Credits			
Monthly Availability Percentage			Credit
Advanced	Professional	Premium	
Less than 99.90% but greater than or equal to 99.80%	Less than 99.95% but greater than or equal to 99.90%	Less than 99.99% but greater than or equal to 99.95%	5% of 1/12th of Base Annual Fee
Less than 99.80% but greater than or equal to 99.70%	Less than 99.90% but greater than or equal to 99.80%	Less than 99.95% but greater than or equal to 99.80%	10% of 1/12th of Base Annual Fee
Less than 99.70% but greater than or equal to 99.60%	Less than 99.80% but greater than or equal to 99.70%	Less than 99.80% but greater than or equal to 99.70%	15% of 1/12th of Base Annual Fee
Less than 99.60%	Less than 99.70%	Less than 99.70%	20% of 1/12th of Base Annual Fee

Service Credits may not be redeemed for cash and will be applied to Customer's next applicable payment. The issuance of Service Credits is Spreedly's sole obligation and liability and Customer's sole remedy for any Service Level Failure.

Notwithstanding the foregoing, Spreedly has no obligation to issue any Service Credit unless Customer requests such Service Credit in writing within ten (10) business days of the Service Level Failure.

CUSTOMER RESPONSIBILITIES

Internal Help Desk

Customer must establish and maintain an internal help desk for its customers to act as first-line support. Your first-line support will at a minimum include:

1. a direct response to users with respect to inquiries concerning the performance, functionality or operation of the product,
2. a direct response to users with respect to problems or issues with the product,
3. a diagnosis of problems or issues of the product, and
4. 4. a resolution of known problems or issues with the product with the help of technical knowledge base articles, repositories and experience.

If after reasonable efforts you are unable to diagnose or resolve the product problems or issues, and you have reason to believe the issue originates with Spreedly, please contact Spreedly for technical support by email at support@spreedly.com or via our request [intake form](#) at support.spreedly.com

TECHNICAL LEADS

Customer will establish a technical lead to manage troubleshooting and establish best practices. Your technical leader will be the liaison between Customer and Spreedly for technical support. These persons must have sufficient knowledge of the Spreedly product and your own environment in order to work with Spreedly to analyze and resolve Support Requests. They are responsible for engaging Spreedly technical support and monitoring the resolution of all Support Requests and escalated support issues.

Your technical or project lead should be assigned to monitor and administer your integration with the Spreedly product and should have experience in network and third-party application troubleshooting as well as browser knowledge & debugging skills.

Technical Leads are responsible for checking Spreedly's online resources (e.g. website [product Documentation](#), [technical Documentation](#) and [Knowledge Base](#)) and the Spreedly [Status Page](#) before submitting a Support Request.

PROTECTION OF API KEYS AND CREDENTIALS

Customer must safeguard and protect unauthorized access to API keys and other credentials to access the Spreedly services. Spreedly will not issue credits or refunds for unauthorized use of Spreedly services through Customer's issued API keys or other access credentials including compromises or abuse of Customer's payment flows that subsequently interact with Spreedly services.

PRODUCT AND SUPPORT UPDATES**Updates to Spreedly Services**

Spreedly may release Updates to its products and services pursuant to Spreedly's standard release cycle. "Updates" are defined as new releases, the provision of bug fixes, problem determination and error corrections, improvements, enhancements, extensions, revisions, and similar updates to the Spreedly products and services licensed to our customers together with related documentation. Spreedly will provide Updates at no additional charge. Spreedly may make changes to its products and services (including, without limitation, the design, look and feel, functionality, content, material, information) that Spreedly deems necessary or useful to improve the products or services or for any other reason and at any time, provided however Spreedly will not make any changes that will materially adversely affect its features or functionality without prior notice to and a reasonable opportunity to review and/or transition.

Where practical, Spreedly will schedule such Updates during non-business hours. Notice to Customer will be sent via email or posted at the Spreedly [API Status Page](#).

Updates to these Support Policies

Customer understands that these Support Services Terms are subject to change at Spreedly's discretion. In the event these terms are modified, the revised version of the Support Service Terms will be posted to Spreedly's website at www.spreedly.com/support-services-terms. Unless Customer and Spreedly otherwise agree in writing, by using Spreedly's Support Services after such updated terms become effective, Customer hereby consents to comply with the most recent version of these Support Service Terms.

ORDER FORM #1

Spreedly, Inc.
300 Morris Street
Suite 40
Durham, NC 27701

To: Tender Nanthong
Customer Legal Name: vitaCare Prescription Services, Inc.
Tax ID:
Billing Address:
Sales Rep: Helen Kruskamp

Order Form Issued: March 17, 2023

Offer Valid Until: March 31, 2023

This Order Form is entered into between the entity identified above as "Customer" and Spreedly, Inc. (each a "Party" and collectively, the "Parties") as of the last day it is signed (the "Order Form Effective Date") and is subject to the Agreement (defined below) which is hereby incorporated by reference. For purposes of this Order Form, "Agreement" means the enterprise services agreement (an "ESA") currently in force between the Parties.

In the event of any conflict between the terms of the Agreement and this Order Form, this Order Form will govern. Capitalized terms used but not defined in this Order Form have the meanings set forth in the Agreement or in the Documentation.

1) Order Form Term. The Initial Term of this Order Form is 24 months, after which this Order Form will automatically renew for successive 12-month periods (each, a "Renewal Term" and, together with the Initial Term, the "Term") unless either party has provided written notice of its intent to not renew not less than sixty (60) days prior to the expiration of the then-current Initial or Renewal Term. Each 12 months of service is a "Contract Year".

2) Platform Fees. For each Contract Year, Customer will pay Spreedly an "Annual Platform Fee" which entitles Customer to the services set out in the table below.

Enterprise Pricing Table		
	Year 1	Year 2
Annual Platform Fee:	\$90,000	\$90,000
Existing Spreedly Endpoints	Included	Included
PCI Compliant Card Storage	Unlimited	Unlimited
Add New Standard PMD Endpoints	Unlimited	Unlimited
API Usage Fee:	\$22,500	\$22,500
Committed API Calls during initial term	3,000,000	
Cost per API Call	\$0.015	\$0.015
Professional-Level Support	Included	Included
Total Annual Fees	\$112,500	\$112,500
Two Year Total	\$225,000	
One-time Discount if signed before March 31, 2023	(\$9,000)	(\$9,000)
Total Annual Fees if signed before Mar 31, 2023	\$103,500	\$103,500

Two Year Total if signed before Mar 31, 2023	\$207,000
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3) API Usage Fees. In addition to the Annual Platform Fee, Customer is pre-purchasing 3 million API calls to the Spreedly Platform at a cost of \$0.015 per call ("API Usage Fee") to be utilized during the Initial Term. The total API Usage Fee during the Initial Term is \$45,000. Spreedly will invoice Customer monthly in arrears at the rate of \$0.015 for any additional API calls more than the initial purchase volume of 5 million. All pre-purchased API calls expire at the end of the Contract Year in which they were purchased.

4) Renewal Terms Fees. Except as otherwise agreed by the Parties in writing, Spreedly may increase the Annual Platform Fee and API Usage Fee by no greater than 3% over the prior Contract Year in each successive Renewal Term.

5) Support Services. Customer has selected Professional-Level Support. Upon payment of the applicable fees, Spreedly will provide the technical Support Services in accordance with the Support Service Terms posted at <https://www.spreedly.com/support-services-terms> at the support level specified in this Order Form.

6) Discount. If this Order Form becomes effective on or before March 31, 2023, Spreedly will apply a one-time \$18,000 discount to the Annual Platform Fee applied equally over the initial term.

7) Payments. Customer will pay the Total Annual Fees in 4 quarterly installments in each Contract Year, with the first installment due and payable within 15 days of the Order Form Effective Date. Spreedly will invoice Customer for each subsequent quarterly installment 30 days prior to each 3-month anniversary of the Order Form Effective Date (a "Quarterly Renewal Date"), with such amounts due and payable prior to the relevant Quarterly Renewal Date. For each subsequent Renewal Term, the first quarterly installment of such Renewal Term will be invoiced 30 days prior to the 12-month anniversary of the Order Form Effective Date ("Annual Renewal Date") and will be due and payable prior to the Annual Renewal Date. All payments are subject to the terms prescribed in Section 7 of the Agreement.

During the Initial Term, the Annual Platform Fees will be payable in 8 equal installments over the Initial Term and the API Usage Fees for committed API calls will be payable in 7 equal installments over the Initial Term with the first installment due with the second quarterly installment. During any subsequent Renewal Term, the Total Annual Fees will be payable in equal quarterly installments.

Customer may elect to pay all amounts due under this Agreement either by:

- (a) ACH payment or wire transfer to the following account:

Receiver: Webster Bank
ABA/Routing #: 211170101
SWIFT Code: WENAUS31
Beneficiary: 0024760830
Spreedly, Inc.
300 Morris Street, Suite 400
Durham, NC 27701
USA

- (b) check delivered to the address specified in the relevant invoice.

If Customer fails to make any payment when due then, in addition to all other remedies that may be available to Spreedly in the Agreement, Spreedly may charge interest on the past due amount at the rate of 1.5% per month calculated daily and compounded monthly or, if lower, the highest rate permitted under applicable law.

[Signatures on Next Page]

The Parties have executed this Amendment by their duly authorized representatives in one or more counterparts, each of which will be deemed an original.

Spreedly, Inc.**vitaCare Prescription Services, Inc.**

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Signatures

M. Adam Miller

Signed by **M. Adam Miller** on **27-Mar-2023**

Job Title: **Chief Product Officer**
Company: **vitaCare Prescriptions Services, Inc.**

Justin Benson

Signed by **Justin Benson** on **24-Mar-2023**

Job Title: **CEO**
Company: **Spredly, Inc**

eSign Audit Trail

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