

Terms & Conditions

Polymetrix Limited | Last updated October 2026

1. Scope

Polymetrix Limited (“Polymetrix”) collects remuneration policy and practice data from participating companies (“Clients”) to provide market salary and remuneration benchmarking surveys, reports and related services, including through the Polymetrix Insights online portal (“Portal”).

Survey data may include base salary, bonuses, variable pay, long-term incentives and benefits for incumbents matched to an applicable Job Family and Job Level. The relevant data reference period will be communicated for each survey.

Clients submit data using Polymetrix data capture spreadsheets, and Polymetrix loads it into the Portal. The method of submission and delivery does not change the underlying purpose of the benchmarking services.

2. Survey Participation and Reporting

Polymetrix will communicate relevant submission requirements and expected reporting arrangements for each survey. Publication depends on Clients providing complete and accurate data within the agreed timeframe. Polymetrix will use reasonable efforts to deliver reports as indicated, advise Clients of material delays where practicable, and will not be liable for consequences of delayed publication.

3. Deliverables and Portal Access

Depending on the survey or service agreed, Polymetrix may provide:

- Job Matching assistance, including a Job Evaluation meeting for Directors & Senior Managers surveys;
- benchmarking reports, data tables and the “Upload View”, available through the Portal and/or in PDF or Excel format;
- a hard copy report, if requested, at an additional cost;
- the opportunity for a one-to-one feedback meeting;
- tailored extracts or bespoke reports, prepared outside the Portal as part of Polymetrix’s advisory services, at an additional fee agreed upfront; and
- a half-year Staff survey update reflecting pay awards after publication.

Polymetrix may update the format and method of providing its reports and related services, including moving from printed or emailed reports to secure access through the Portal.

Portal access is limited to users authorised by the Client and approved or enabled by Polymetrix. The Client is responsible for selecting its authorised users, reviewing their access, and telling Polymetrix promptly when access should be changed or removed. Users must keep login details

confidential and follow any authentication requirements. Polymetrix may suspend access where reasonably necessary for security, misuse or non-payment.

4. Confidentiality, Data Protection and Use of Data

Polymetrix undertakes that:

- its personnel who handle survey information are subject to confidentiality obligations;
- Client remuneration data ("raw data") will be handled securely and confidentially in accordance with applicable data protection legislation, including the Data Protection (Jersey) Law 2018 and, where relevant, equivalent laws in Guernsey, the Isle of Man, the UK and the EU;
- it does not ask Clients to provide employee names or other direct identifiers, and data is held in pseudonymised form;
- raw data will be used to produce benchmarking reports and analyses. Market benchmarking results ("reported data") will be presented in aggregated form, with appropriate safeguards designed to prevent identification of individual employees or participating Clients;
- each Client's underlying submitted data will be confidential and accessible only to authorised Polymetrix personnel, relevant service providers acting under appropriate obligations, and that Client's authorised users. Other Clients will not be given access to its raw data;
- Polymetrix may use secure third-party services to host, maintain and support its systems, including Microsoft Azure for cloud hosting. The service providers that handle Client data are listed in the Data Processing Agreement ("DPA"). Polymetrix remains responsible for taking appropriate steps to protect data under applicable law and will put appropriate contractual and security arrangements in place with relevant service providers;
- Appropriate safeguards will be maintained for storage, transfer and access, including access permissions, authentication, encryption and backup arrangements, taking account of the risks and the nature of the data. International transfers will be handled in accordance with applicable data protection law;
- Raw data will be kept for six years from the survey round in which it was submitted, and used to prepare survey, benchmarking, historical and bespoke reports. Polymetrix securely deletes raw data that has reached six years in an annual review each January, and deleted data is then removed from backups in line with the normal backup cycle. This period does not apply to reported data, which is aggregated and does not identify individuals;
- On a Client's request, and when a Client stops taking part, Polymetrix will return or delete that Client's raw data as set out in the DPA. Reports already issued are not affected and remain the property of Polymetrix; future market results will be calculated without the deleted data;
- survey reports and their reported data will be made available only to participating Clients, approved late participants and other recipients expressly agreed by Polymetrix.

The Client undertakes that:

- it will appoint a survey Sponsor responsible for coordinating submissions and managing authorised users and internal distribution;

- it will provide complete, accurate and lawfully supplied incumbent-level information on time, using the required format. If Polymetrix must reformat data, it may charge for that work on a time-spent basis;
- it will provide any required privacy information to employees and ensure it has an appropriate legal basis to share their information with Polymetrix;
- it will protect its account credentials, notify Polymetrix promptly of suspected unauthorised access and ensure only appropriate employees can view confidential deliverables; and
- it will use reports for its own internal business purposes, will not disclose them outside its organisation without Polymetrix's consent, and acknowledges that the reports are information services rather than remuneration, employment or other professional advice.

5. Client-sponsored Surveys and Bespoke Benchmarking

These Terms and Conditions also apply to client-sponsored surveys and bespoke benchmarking, unless otherwise agreed in writing.

6. Disclaimers and Changes to Services

- Polymetrix will use reasonable efforts to provide its services and reports but does not warrant that any report will be error-free or suitable for a particular decision.
- Polymetrix may change its operational procedures, data collection methods, hosting arrangements, analysis, reporting and Portal features from time to time, while complying with applicable law and maintaining its confidentiality and data protection obligations.
- Online services can be affected by maintenance, interruptions and security incidents. Polymetrix does not guarantee uninterrupted or entirely error-free Portal availability, but will take reasonable steps to maintain the service.
- The Client is responsible for how it uses its reports and data and will indemnify Polymetrix against third-party claims arising from the Client's breach of these Terms and Conditions or misuse of the services, to the extent permitted by law.
- To the extent permitted by law, Polymetrix's total liability arising from the relevant survey or service will not exceed the fee paid by the Client for that survey or service. Nothing excludes liability that cannot lawfully be excluded.

7. Payment Terms

Polymetrix will invoice in the month the Client agrees to participate, unless otherwise agreed. Invoices are payable within 30 days. Polymetrix may charge interest on overdue amounts at 3% per year above the RBSI base rate and may withhold reports or suspend Portal access while amounts remain unpaid.

8. Additional Provisions

Polymetrix may update these Terms and Conditions from time to time. The latest version will be provided to Clients annually and is available on request. Material changes affecting the services or data handling will be communicated where required by law or contract.

These Terms and Conditions are governed by Jersey law, and disputes are subject to the exclusive jurisdiction of the Jersey courts.