

Summary of Updates to the End User Licence Agreement

Effective 1 August 2026. A plain-English overview of what has changed and why, to be read alongside the full updated agreement.

We have updated the CyberSmart End User Licence Agreement (EULA) to ensure it accurately reflects CyberSmart's current Products, platform and operating model.

This document provides a summary of the principal updates. It should be read alongside the full updated EULA at cybersmart.co.uk/eula.

1 New package structure

The EULA now reflects CyberSmart's package-based offering, including:

- Baseline
- Core
- Complete

The agreement explains how packages provide access to groups of CyberSmart Products through a single subscription.

2 Expanded product coverage

The EULA now includes product-specific terms covering CyberSmart's broader product portfolio, including:

- CyberSmart Vulnerability Manager (CSVM)
- Patch
- Learn Lite
- Learn
- Privacy Toolbox
- Defence Cyber Certification (DCC)
- NIS2
- CertOS

These provisions describe how the Products operate and any product-specific requirements that may apply.

3 Updated platform terminology

The EULA has been updated to reflect CyberSmart's current platform architecture and customer experience, including references to:

- the App Dashboard;
- product-specific dashboards;
- subscription management features; and
- platform-based service delivery.

4 Subscription management

The EULA has been updated to provide additional detail regarding the administration of subscriptions, including:

- product access;
- renewals and cancellations;
- customer and intermediary relationships; and
- management of subscriptions through the CyberSmart platform.

5 Vulnerability management and patching functionality

The EULA now includes specific provisions relating to CyberSmart's vulnerability management and patching capabilities, including:

- vulnerability scanning and reporting;
- remediation workflows;
- supported scanning methods;
- software update deployment; and
- related customer responsibilities.

6 Product updates and enhancements

The EULA has been updated to reflect CyberSmart's approach to maintaining and enhancing its Products, including the introduction of new functionality and enhancements.

7 Insurance arrangements

The EULA has been updated to reflect CyberSmart's current insurance arrangements as an introducer, and the roles of the relevant insurance providers and intermediaries.

8 Data protection and compliance updates

The EULA includes updated privacy, data protection and compliance provisions to reflect current regulatory requirements and CyberSmart's operational practices.

EFFECTIVE DATE

The updated EULA takes effect immediately.

You do not need to take any action as a result of these updates. The full agreement is always published at cybersmart.co.uk/eula.