

UK API SERVICES TERMS

Version: August 2026

These UK API Services Terms (the "**API Terms**") are product-specific terms that form part of Pitney Bowes Limited's **UK Software Subscription Services Agreement** ("SSSA") as published from time to time at pitneybowes.com/uk/software-product-terms-and-conditions.html. They apply automatically whenever a customer ("**Customer**") places an Order for any Pitney Bowes product or service that includes API access (including PitneyTrack and PitneyLockers). Capitalised terms not defined herein have the meanings given in the SSSA.

In the event of any conflict between these API Terms and the SSSA in respect of API Services, these API Terms prevail. The SSSA otherwise continues in full force and effect.

1. DEFINITIONS

In these API Terms, the following expressions have the meanings set out below:

"API" means the application programming interface(s) forming part of the Services, as described in the applicable Order and Documentation.

"API Key" means the unique credential issued by PB to authenticate and authorise Customer's access to the API.

"Application" means software developed by or on behalf of Customer that integrates with the API for the Permitted Purpose.

"Authorised External User" means a third party (including consumers, visitors, students, residents, suppliers, or couriers) whom Customer is authorised by the applicable Order to make the Application or its functionality available to.

"Documentation" means PB's technical specifications, integration guides, and developer documentation relating to the API, as updated from time to time.

"End User" means an employee, contractor, or other individual authorised by Customer to access the Application.

"Partner Application" means an application developed and operated by a third-party integration partner on Customer's behalf, where expressly approved in the applicable Order.

"Permitted Purpose" means the use of the API as described and approved in the applicable Order, which may include internal business integration, making functionality available to Authorised External Users, or enabling a Partner Application, in each case as expressly specified in the Order.

"SDK" means any software development kit provided by PB to facilitate integration with the API, including all associated documentation.

2. API LICENCE

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- 2.1 Subject to these API Terms and the SSSA, PB grants Customer a non-exclusive, non-transferable, revocable licence during the Subscription Term to:
- (a) access and use the API and Documentation solely for the Permitted Purpose;
 - (b) integrate the API into one or more Applications; and
 - (c) make the Application (and through it, access to the API) available to End Users for the Permitted Purpose.
- 2.2 Where PB provides an SDK, PB grants Customer a non-exclusive, non-transferable, revocable licence to use, copy, and modify the SDK solely to develop the Application for the Permitted Purpose.
- 2.3 The licences in this Section 2 are conditional on Customer maintaining a valid subscription to the relevant Service and ongoing compliance with these API Terms. All rights not expressly granted are reserved to PB.

3. RESTRICTIONS

- 3.1 Customer must not, and must ensure End Users do not:
- (a) use the API to build or support a product or service that competes with any PB product or service;
 - (b) resell, sublicense, or make the API available to any third party as a standalone service;
 - (c) access the API by any means other than the API Key issued by PB;
 - (d) exceed any rate limits, transaction limits, or usage thresholds specified in the Documentation or Order;
 - (e) reverse engineer, decompile, or attempt to derive source code from the API or SDK;
 - (f) use the API in any way that: (i) violates applicable law; (ii) infringes third-party intellectual property, privacy, or data protection rights; or (iii) introduces malicious code or attempts to circumvent PB's security controls;
 - (g) process or store personal data through the API other than as authorised under the applicable Data Processing Addendum; or
 - (h) disclose API Keys to any person not authorised to access the API under these API Terms.

4. DEVELOPER OBLIGATIONS

- 4.1 Customer is responsible for:
- (a) keeping API Keys secure and implementing reasonable controls to prevent unauthorised access;
 - (b) notifying PB promptly in writing if an API Key is or is suspected to have been compromised;
 - (c) ensuring the Application complies with all applicable laws and does not infringe third-party rights; and
 - (d) providing End Users with a privacy notice accurately describing the processing of their personal data in connection with the Application.
- 4.2 PB may update, version, deprecate, or withdraw API functionality from time to time. PB will use reasonable endeavours to provide at least 90 days' prior written

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notice of any material deprecation or withdrawal (save where required for security or legal reasons). Customer is responsible for updating the Application to use supported API versions within any applicable notice period.

- 4.3 Where PB provides sandbox API access as part of a professional services engagement prior to the production Subscription Term, these API Terms apply to that sandbox access from the date sandbox credentials are issued. Sandbox access is provided for integration and testing purposes only and must not be used to process live data or made available to Authorised External Users.

5. END USERS

- 5.1 Customer is responsible for all acts and omissions of End Users and Authorised External Users in connection with the Application and the API as if they were Customer's own acts and omissions. A breach of these API Terms by an End User or Authorised External User is deemed a breach by Customer.
- 5.2 Customer must not permit any person who is not an authorised End User or an Authorised External User (as approved in the applicable Order) to access or use the API through the Application.
- 5.3 Customer is responsible for providing first-line support to End Users in connection with the Application. PB's support obligations under the SSSA apply to Customer only and not to End Users directly.
- 5.4 Where the Application is a Partner Application, Customer remains responsible for the integration partner's compliance with these API Terms.

6. INTELLECTUAL PROPERTY

- 6.1 As between the parties, PB retains all intellectual property rights in the API, SDK, and Documentation. Customer acquires no rights in them other than the limited licences expressly granted in these API Terms.
- 6.2 As between the parties, Customer retains all intellectual property rights in the Application, provided that no PB intellectual property rights are transferred to Customer.
- 6.3 Customer grants PB a non-exclusive, royalty-free licence to access and use the Application during the Subscription Term solely to provide, maintain, and support the API Services. PB acquires no right to use the Application or Customer's name or brand for marketing or promotional purposes without Customer's prior written consent.

7. DATA PROTECTION

- 7.1 The processing of personal data in connection with the API Services is governed by the Data Processing Addendum applicable to the relevant Service. These API Terms do not modify that Data Processing Addendum.
- 7.2 Customer must ensure that the scope of the applicable Data Processing Addendum accurately reflects the categories of data subjects and personal data to be processed through the API. If API access will involve processing personal

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data beyond those categories, the parties must agree an updated or supplementary Data Processing Addendum before that processing begins.

8. SUSPENSION

- 8.1 Without prejudice to its other rights, PB may immediately suspend Customer's API access if:
- (a) PB reasonably determines that Customer's or any End User's use poses a material security risk or may adversely affect PB's systems, infrastructure, or other customers;
 - (b) PB is required to do so by law or a competent authority; or
 - (c) Customer is in material breach of these API Terms and (where capable of remedy) has not remedied it within 10 Business Days of written notice from PB.
- 8.2 PB will notify Customer of any suspension and the reason as soon as reasonably practicable. PB will restore access promptly once the relevant issue is resolved to PB's reasonable satisfaction.

9. PUBLICITY

- 9.1 Neither party will use the other's name, logo, or trademarks in any marketing material, press release, or public announcement without the other's prior written consent. Neither party acquires any marketing or publicity rights in the other's brand through these API Terms or the API Services.

10. GENERAL

- 10.1 Relationship to the SSSA. These API Terms are incorporated into the SSSA as Product-Specific Terms. All other terms of the SSSA apply to the API Services except as expressly modified herein. In the event of conflict, these API Terms prevail in relation to API Services.
- 10.2 Updates. PB may update these API Terms from time to time by publishing a revised version at pitneybowes.com/uk/software-product-terms-and-conditions.html. PB will give Customer reasonable advance notice of any material change. Continued use of the API following the effective date of any update constitutes acceptance of the revised API Terms.
- 10.3 Termination. These API Terms terminate automatically on expiry or termination of the SSSA or the relevant Service subscription, whichever is earlier. Termination does not affect any rights or obligations that accrued before the termination date.
- 10.4 Third Parties. These API Terms do not confer any benefit on any third party under the Contracts (Rights of Third Parties) Act 1999.
- 10.5 Governing Law. These API Terms are governed by English law and subject to the exclusive jurisdiction of the English courts, consistent with the SSSA.

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