Additional Terms of Use for HeyCentric (Third Party Service)

INTRODUCTION

Solution and Description:

HeyCentric (Income Manager) – description provided in section A below.

Web link: HeyCentric Web Payments Solutions | HeyCentric

SECTION A - Additions to Standard Terms

HeyCentric (Income Manager)

Support

Support Services will be provided directly by HeyCentric to the Customer. The support services to be provided by HeyCentric will be provided in accordance with the Unit4 Support Terms – Standard Support.

When the Customer has a problem with the Service Software, it will send a problem report to the HeyCentric help desk by e-mail to support@heycentric.com . Problems can also be reported by logging a ticket request onto the HeyCentric Freshdesk support deck using the login credentials they receive on sign up. All support requests received will be added to the support database which will generate a "Ticket number" which the originator can use to track progress and correspond with HeyCentric.

Cloud SLA

Cloud server hosts

The HeyCentric product is sold as a SaaS service and hosted in the Azure cloud. It is accessible 24X7 for 365 days of the year.

HeyCentric guarantees the functioning of all cloud server hosts with a 99.9% availability for all hosted systems.

Routine maintenance tasks

Maintenance to ensure servers are securely patched and configured optimally will be carried out for a period of no greater than 6 hours during a calendar month. The weekly Maintenance Services window commence on Saturday 05:00 GMT / BST for production systems and Sunday 04:00 GMT / BST for non-production. All routine maintenance shall be performed within this window, unless agreed otherwise with the Customer / Partner.

Service Credits

The following service credits relate specifically to the availability of network connectivity and hardware uptime; applications-related issues are not within scope. The Service Credits are as follows:

- First month of missed uptime: 10% of the monthly cloud hosting figure. This is directly applied to the month that the missed SLA was experienced.

- Second consecutive month of missed uptime: 20% of the month cloud hosted figure. This is directly applied to the month that the missed SLA was experienced.

- Third consecutive month of missed uptime: 30% of the month cloud hosted figure. This is directly applied to the month that the missed SLA was experienced.

- Fourth consecutive month of missed uptime: 40% of the month cloud hosted figure. This is directly applied to the month that the missed SLA was experienced.

The maximum service credit in respect of relevant charges during a calendar month shall be 40% of the relevant charges payable during that calendar month, irrespective of the number of incidents during that calendar month.

Disaster Recovery

The Disaster Recovery times are set as follows:

- The Service Recovery Time Objective (RTO) is a maximum of 12 hours.

- The service Recovery Point Objective (RPO) is a maximum of 1 hour.

Service Description

ETL - File Imports/ File Exports:

HeyCentric's unique file transportation solution will retrieve and transport external files from source to the HeyCentric import platform, with multiple file types such as CSV, DAT, TXT (Windows & UNIX), XML and XLSX all being handled seamlessly by the system.

The HeyCentric file import mechanism will cater for income management files (including settlement files from multiple payment service providers), non-income management files as well as invoices and balances from 3rd party debtor systems.

Automation:

HeyCentric wants to understand the data being imported. Business users manually allocating income is no longer the reality. Using HeyCentric's AI tools means the software receives and segregates income accordingly using pre-defined allocation rule sets and applies machine logic to matching routines. These matching rules are fully configurable by the business user, with significant time having been invested in producing tools that allow users to dictate how income is segregated.

Receipting:

HeyCentric Receipting has been designed to provide the best possible options for an organisation and maximising their reach to citizens and businesses alike. HeyCentric's Face-to-Face solutions allows an organisation to receive payments via cash, cheque and debit/credit card

eReturns:

The eReturns module allows business users record and register income to the system in a timely and efficient manner. The business has instant visibility over its remote sites that may take income on an ad hoc basis. eReturns reduces labour intensive tasks and our innovate solutions can include pluggable card devices that integrate with the HeyCentric eReturns app seamlessly.

Business Transaction Processing (Allocations, Reallocations & Reversals:

This transaction management module allows businesses allocate, re-allocate, reverse and refund payments where necessary.

Take on Data **Unit4 Upgrade sites only**

All upgrades to HeyCentric will require data migration from the existing Unit4 Income Management solution. This process is made seamless using HeyCentric and is standard as part of the upgrade process. In addition to the data migration process Unit4 customers will also be provided with a "Take on Unallocated Income" & "Take on Receipt" wizard. This ensures that applicable receipt transactional data entered in legacy IM can be brought into HeyCentric IM.

Enquiries & Reporting:

HeyCentric uses the latest cutting-edge user interface technology that provides the business user with enquiry functionality and report appropriately. This provides the organisation with instant visibility over their income.

Fixed Registers:

The core building blocks that power the HeyCentric solution and store the following system attributes and definitions. Including Revenue Codes; Payment Types; Additional Segregators; External System Import & Export File Types; External Debtors; External Ranges; External Payment References.

SECTION B - Additions to Unit4 – Details of Processing, Security Measures and Sub-Processors

Data Processing Information (Including Sub-processors)

<u>Part 1 – DETAILS OF PROCESSING</u>

1.   **NATURE AND PURPOSE OF THE PROCESSING:**

Personal data is processed in order to provide the Services:

The subject matter of the processing relates to Personal Data used or accessible in the course of provision of an Income Management solution by HeyCentric Limited, with ancillary links to third party telephony (Sybernet Limited) and card transactional capacity (Stripe Payments Europe Ltd). The third-party telephony and card transaction providers are subject to change depending on the end customer's requirements and will be assessed on a case by case basis.

2.   **TYPES OF SERVICES AND THE PERSONAL DATA THAT IS PROCESSED:**

Customer may submit Personal Data to enable HeyCentric to render the Services, the extent of which is determined and controlled by the Customer in its sole discretion, and which may include the following type of Personal Data depending on the type and scope of the Services:

This may include: names; addresses; contact details; telephone numbers (including mobile); email address(es); other contact information; date of birth; age; place of birth; nationality or citizenship; residency; domicile; spoken language(s); passport number; national security number or social security number or ID card reference; marital status; beneficiary details under benefits; gender; employment information (including: salary; position; pay scale; pay step; competences and personal notes); tax information; benefits information; union membership; next of kin provided (name; address; birthdate; phone number; emergency contact details); start and end dates of employment; bank account or credit card details; personal service company details (name; registration number and registered office); directorships; VAT numbers; documents (written or electronic) containing any of the above.

3.   **DESCRIPTION OF THE PROCESSING AND MEANS:**

Processer will Process the aforementioned Personal Data in connection with the provision of the Services:

Personal Data will be entered into the HeyCentric system to allow customers to organise and manage processes related to the operational functioning and management and / or administrative processes of their internal revenue collection processes. Processes carried out by HeyCentric may include collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) in relation to intended functionality of the HeyCentric software including processing of:

- Revenue management;
- Payment processing (non PCI-DSS in nature);
- Bank Statement processing; and
- Third-Party system processing.

The Processing by HeyCentric will involve access to the Personal Data for the purposes of providing SaaS services, and other consultancy services (to the extent applicable) and administering the contract generally.

4.   **RETENTION PERIOD**

HeyCentric will keep the Personal Data **for the duration of the Agreement as long as HeyCentric is included in the Agreement**.

5.   **LOCATION OF PROCESSING:**

HeyCentric (Hosting)	**Customer Location:**	**Personal Data is Stored in:**
	United Kingdom	United Kingdom
	EU	United Kingdom/EU
	Canada	Canada
	Elsewhere	Canada or UK
	Customer Location:	**Support is provided from**
	United Kingdom	United Kingdom and Poland
HeyCentric Support	Support is provided from the United Kingdom only.	
Professional Services	Professional Services will be delivered from the location dictated by the end Customer (for on-site work) and from the United Kingdom for off-site work.	

CONTACT DETAILS:

For questions or comments about the Agreement and Schedules the contact person is

By letter (addressed to Data Protection Officer), HeyCentric Limited, Kestrel Court,

Portishead, BS20 7AN or by email to info@heycentric.com.

Part 2 - SECURITY MEASURES

HeyCentric have both ISO27001 and ISO9001 certifications.

Firewall technology coupled with industry standard security measures are in place, such as the patching of operating systems, firewalls and other such technologies in a timely manner.

HeyCentric software will be subject to annual Pen Testing. This is conducted by an independent CREST accredited cyber security company named SureCloud. Whilst the independent company used it subject to change, any testing will always be conducted by a CREST accredited entity.

Part 3 – SUB-PROCESSORS

List of potential sub-processors and locations of processing are as follows:

Service	Sub-processor (company name, location etc.)	Processing location	Type of service by Sub-processor
Cloud Hosting	Microsoft Azure	As per section 5 above	Hosting
HeyCentric Income Management Solution	Microsoft Azure	HeyCentric Income Management Solution	Microsoft Azure
Telephony	Sybernet Limited	Farnborough, Enfield	Telephony Hosting
PSP & Acquirer	Stripe Payments Europe Ltd	EEA	Payment processing