

# Unit4's Terms and Conditions – Introduction and Frequently Asked Questions

## Introduction

We have set out our standard terms and conditions on our website here: [www.unit4.com/terms](http://www.unit4.com/terms). Feel free to dive right in, but if you have any questions please let us know. We have also set out below some frequently asked questions, which may help you navigate our terms and conditions pages.

## Frequently Asked Questions (FAQs)

### What is on the terms page?

We have set out on this page the terms and conditions that apply to our solutions and services.

The terms and conditions on this page are divided into three sections described in more detail below, these are:

- Contractual terms;
- Service terms; and
- Principles, policies and practices.

### What do I do if I have queries about the Unit4 terms?

If you have any questions about how the terms and conditions apply please contact your Unit4 account manager or sales representative.

### What languages are the terms provided in?

The contractual terms have been translated for use in the following countries (or country groups): UK & Ireland, US & Canada, Asia Pacific, Australia, Norway, Sweden, the Netherlands, France, Germany and Spain. Some minor variations exist to comply with local law, for example around data protection. You can find the regional versions in the tab to the left.

The service terms and principles, policies and practices are English language documents only (as they are highly technical). Some translations are available (please ask your sales representative), but the English language versions remain the lead documents by which we deliver our services.

### Which are the Contractual terms?

These comprise the General Terms of Business, the Support Terms and the SaaS SLA.

### How do the Contractual terms apply to my organisation?

Unit4 will produce a contract for you based on the published copy of the General Terms of Business. This will consist of an Order Form and those clauses of the General Terms of Business that apply to the products and services purchased by you. If you are a SaaS customer, only SaaS terms apply to you.

The Unit4 Support – Standard Package – Terms and Service Description applies to all customers and the SLA applies to our cloud customers and sets out the applicable Key Performance Indicators (KPIs) that apply to your service.

### What are the Service terms?

This collection of Service Descriptions describe the terms that apply to the services that you have purchased or will purchase from us. As these are predominantly technical documents you should ensure they are reviewed by the parts of your organisation that are responsible for managing your technology systems. We apply these service terms on a consistent basis to all customers equally

and do not alter these deliverables on a per customer basis. They are important documents to be aware of as they describe what we do and how we do it.

### **What are the principles, policies and practices?**

We believe in an open and transparent environment, so our customers are aware of how we approach important areas like data and security or our general approach to corporate governance and compliance. In this section, again divided into three, we describe our approach to:

- Security, data and cloud;
- Detailed information and policies; and
- Corporate governance and business ethics.

In Security data and cloud, we cover specific terms that apply to cloud services such as acceptable use; information security (IS); business continuity and disaster recovery (BCDR); and early adopter terms.

In Information and Policies, we cover areas such as privacy, escrow, cookies and what comprises a working day in your jurisdiction.

In Corporate Governance, we cover areas such as ethics, codes of conduct, general business principles and our approach to modern slavery.

### **Can I request changes to the terms and conditions that apply to my organisation?**

We take pride in the fact that we have developed a consistent set of terms and conditions for our solutions that we have benchmarked against comparable organisations. This lets us offer our best possible prices to customers. However, we are aware that you may need to be guided by legal advisors around the risks of accepting standard technology contracts. We understand this and are available to discuss any legal queries or clarifications you may require. Further, as an organisation we are curious and embrace challenges, so we would be delighted to engage in a dialogue should you have any concerns around any aspect of our terms and conditions. If that is the case, please reach out to your Unit4 account manager or sales representative, who can help facilitate discussions.

However, in order to be transparent, we do need to set correct expectations that changes to standard services (such as our support, cloud KPIs or service descriptions) will not be possible as we deliver these on a consistent basis across our many valued customers, so we cannot permit one-offs or exceptions, so that we do not risk a potential degradation to the service for all.

### **Where can I find details of the pricing for my order?**

In addition to the terms and conditions, we will prepare an Order Form that will sit as a cover page to these terms and conditions. This will detail all the commercial terms applicable to your deal, i.e. how much you will need to pay for the Unit4 products and services. To make things as simple as possible the only document you will need to sign is the Order Form. Once this is in agreed form this will be issued for signature via electronic signature.

### **Our internal policies prevent us from signing via electronic signature, can we sign with “wet ink” signatures?**

Yes, but only where your internal policies and procedures prohibit electronic signature. It is widely accepted that signing documents electronically is a legally enforceable and valid way to execute documents in most jurisdictions around the world.

If you must sign with “wet ink” signature pages please must notify your Unit4 account manager as soon as possible as this can delay the signing process and ultimately, the speed with which Unit4 are able to make our products and services available to you.