

Introduction

We have set out our standard terms and conditions on our “terms page” here: www.unit4.com/terms. 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, these are:

- Contractual terms (general terms of business, service and product descriptions);
- Policies (e.g. data processing policy, privacy statement, etc.) ; and
- Third Party Terms (which apply when you buy a non-Unit4 service).

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

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

What languages are the terms provided in?

The General Terms, SaaS Terms, Software Terms and Professional Services Terms have been translated into the following languages: French, German, Spanish, Dutch, Norwegian and Swedish. Some minor variations are made to reflect changes in legal jurisdictions.

Most of the remaining terms are available in English language only. Some translations may be available on request from the business (please ask your sales representative), but in any event the English language versions take precedence.

How do the Contractual terms apply to my organisation?

The contractual terms are incorporated by reference in a Sales Order that Unit4 will generate for you. The relevant Service Terms are also incorporated – so if you are a SaaS customer, only SaaS terms apply to you.

What terms apply to the processing of personal data?

Unit4 has a global data processing policy and a privacy statement. These are available in the “Policies” section of the terms page.

On what basis does Unit4 provide Third Party / Partner / Independent Software Vendor (ISV) (“Third Party”) products and services?

Unit4 seeks, wherever possible, to offer its Third Party solutions on the same terms as Unit4's own products and services to simplify the contracting process. However, where this is not possible – the differences are stated in the “Third Party Terms” section of the terms page. As Third Party solutions are often provided on different infrastructure or utilising different processes, there will often be differing service descriptions, data processing information (including security measures and sub-processors).

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

We have developed a consistent set of terms and conditions for our solutions that we have benchmarked against comparable organisations and seek to have clear and straightforward wording. We acknowledge that you may need to be guided by your legal advisors and are available to discuss any legal queries or clarifications you may require.

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 all our customers, so we do not permit one-offs or exceptions, to avoid a potential degradation to the service for all. More detail on this can be found in the "[Guidance Note on Contracting](#)" found on the terms page.

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

In addition to the terms and conditions, we will prepare a Sales Order. This will detail the applicable commercial and pricing. To make things as simple as possible the only document you will need to sign is the Sales Order. 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. Other means of signing can delay the process, so please let your account manager know if you are unable to accept electronic signature.