

Unit4's Terms and Conditions - Introduction and Frequently Asked Questions

Introduction

We set out our terms and conditions on our website: www.unit4.com/terms-and-conditions, 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 or how they are accessed, please contact your Unit4 account manager or sales representative.

What languages are the terms provided in?

The contractual terms (Appendices A to D) 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.

Both the service terms (E to H) and principles, policies and practices are English language documents only (as they are highly technical). Some translations are available, but the English language versions remain the lead documents by which we deliver our services.

Which are the Contractual terms?

These are Appendices A to D (and Annex A(i) for data protection).

How do the Contractual terms apply to my organization?

Appendices A to C apply to all customers regardless of the services they have.

Please note some terms in the Schedules to Appendix A will only apply to you depending on the service we provide to you. For example, there are additional terms which only apply if you:

- are a cloud customer (Schedule 2 to Appendix A);
- engage our professional services (Schedule 3 to Appendix A); or
- purchase third party software products from us (as a reseller) (Schedule 4 to Appendix A).

What about Appendix D?

Appendix D only applies to you if you are a cloud customer and sets out the applicable Key Performance Indicators (KPIs) that apply to your service.

What are the Service terms?

These terms describe 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 organization that are responsible for managing your technology systems. These have been password protected, so please contact your Unit4 account manager or sales representative to obtain access.

How do the service terms apply?

Appendices E, F and G apply to our cloud solutions depending on the solution you have. 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 organization?

We take pride in the fact that we have developed a consistent set of terms and conditions for our solutions that we have bench marked against comparable organizations. This lets us offer our best possible prices to customers. However, we are aware that our current valued you may have concerns and may need to be guided by legal advisors around the risks of accepting standard technology contracts. Further, as an organization we are curious and embrace challenges, so we would be delighted to engage in a dialogue should you have any concerns. 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.

Further information on Unit4 Terms & Conditions
can be found on our website: www.unit4.com/terms-and-conditions