

SaaS Policy

Effective Date

Version

Policy Owner

Approved by

1. Purpose

This **Software as a Service Policy** ("**Policy**") sets the rules for accessing and using the online software, platform, applications, and related services provided by ("**Company**").

The Policy is intended to protect the Company, its customers, users, systems, data, and service availability. It applies to every person or organization that accesses or uses the Service.

2. Scope

This Policy applies to the Service identified below, including all related websites, mobile applications, integrations, support resources, application programming interfaces, content, and features made available by the Company.

Item	Details
Service Name	
Provider	
Customer	
Athorized Users	
Subscription Plan	
Policy Effective Date	

This Policy forms part of any applicable subscription agreement, order form, terms of service, or other written agreement between the Company and the Customer. If there is a conflict between this Policy and a separately signed agreement, the signed agreement controls to the extent of the conflict.

3. Definitions

For purposes of this Policy,

“Customer” means the individual or organization that has entered into an agreement with the Company or otherwise obtained access to the Service.

“Authorized User” means an individual whom the Customer permits to access and use the Service under the Customer’s subscription.

“Customer Data” means information, files, records, content, and other materials submitted to, stored in, transmitted through, or generated through use of the Service by or on behalf of the Customer or an Authorized User.

“Service” means the software, platform, tools, and related services made available by the Company under the applicable subscription plan.

4. Access to the Service

Subject to compliance with this Policy and any applicable agreement, the Company grants the Customer and its Authorized Users a limited, non-exclusive, non-transferable, and revocable right to access and use the Service during the applicable subscription period.

The Customer may use the Service only for its internal business, professional, educational, charitable, or personal purposes, as applicable to its subscription. The Customer must not make the Service available to any person who is not an Authorized User unless the Company expressly permits that access in writing.

The Company may modify, update, suspend, or discontinue features of the Service where reasonably necessary for maintenance, security, legal compliance, or product improvement.

5. Account Security

Each Authorized User must maintain accurate account information and protect their login credentials. Account credentials must not be shared, sold, transferred, or used by multiple individuals unless the Service expressly allows shared access.

The Customer is responsible for all activity carried out through its accounts, including activity performed by Authorized Users. The Customer must promptly notify the Company if it becomes aware of unauthorized access, a suspected security incident, or any compromise of account credentials.

The Company may require password resets, multi-factor authentication, account verification, or other reasonable security measures to protect the Service and its users.

6. Acceptable Use

The Customer and each Authorized User must use the Service lawfully, responsibly, and in accordance with this Policy. The Service must not be used in a manner that interferes with its security, availability, integrity, or intended operation.

The Customer and Authorized Users must not use the Service to:

- violate applicable law or the rights of another person or organization;
- submit, store, transmit, or distribute unlawful, fraudulent, deceptive, threatening, defamatory, harassing, or abusive content;
- upload or distribute malicious code, viruses, ransomware, spyware, or other harmful technology;
- gain or attempt to gain unauthorized access to the Service, another account, connected systems, or data;
- interfere with, disrupt, overload, or bypass the security or operational controls of the Service;
- reverse engineer, decompile, disassemble, copy, modify, or create derivative works from the Service, except where applicable law does not allow that restriction;
- use automated tools, scripts, bots, scraping methods, or similar technology to access or extract data from the Service without the Company's written permission;
- use the Service to send unsolicited commercial messages, conduct phishing activity, or engage in deceptive marketing practices;
- infringe intellectual property, privacy, publicity, confidentiality, or other rights;
- use the Service in a manner that could reasonably damage the Company's reputation, systems, users, or business operations; or
- resell, rent, lease, sublicense, distribute, or commercially exploit the Service unless the Company has expressly authorized that activity in writing.

7. Customer Data

The Customer retains its rights in Customer Data. The Customer is responsible for ensuring that it has all necessary rights, permissions, notices, and lawful bases required to submit Customer Data to the Service and allow the Company to process it as necessary to provide, maintain, secure, and improve the Service.

The Customer must not submit Customer Data that it is not authorized to collect, use, disclose, or process. The Customer is responsible for the accuracy, quality, legality, and integrity of Customer Data.

The Company may process Customer Data only as necessary to provide the Service, meet its legal obligations, prevent misuse, protect security, resolve support issues, and carry out other purposes described in the applicable agreement or privacy notice.

8. Privacy and Personal Information

Each party must handle personal information in accordance with applicable privacy and data protection laws. The Customer is responsible for providing required privacy notices to individuals whose personal information it collects through the Service.

Where the Company processes personal information on the Customer's behalf, the parties may enter into a separate data processing agreement or similar document where required or appropriate.

The Customer must not use the Service to collect, store, or process highly sensitive personal information unless the Company has expressly approved that use and the Customer has implemented appropriate safeguards.

10. Third-Party Services and Integrations

The Service may allow the Customer to connect third-party applications, services, payment providers, or integrations. The Customer is responsible for reviewing and accepting the terms that apply to those third-party services.

The Company does not control and is not responsible for third-party services, their availability, security, content, practices, or handling of Customer Data. The Customer uses third-party integrations at its own discretion and risk.

11. Service Availability and Support

The Company will use commercially reasonable efforts to maintain the availability of the Service, subject to planned maintenance, emergency maintenance, security measures, technical failures, internet disruptions, and events outside the Company's reasonable control.

The Company may provide support according to the Customer's subscription plan or applicable agreement. The Customer must provide reasonable cooperation and information needed to investigate and resolve support requests.

12. Fees and Subscription Obligations

The Customer must pay all applicable subscription fees, taxes, and charges in accordance with its order form, invoice, or applicable agreement. Unless otherwise stated in writing, fees are non-refundable.

The Customer is responsible for keeping its billing and contact information current. Failure to pay applicable fees when due may result in suspension or termination of access to the Service.

13. Monitoring and Enforcement

The Company may investigate suspected violations of this Policy. To protect the Service, its users, and the Company's rights, the Company may remove prohibited content, restrict functionality, suspend accounts, terminate access, or take other reasonable action.

The Company will use reasonable judgment when enforcing this Policy. However, the Company is not required to monitor all use of the Service or review all Customer Data.

14. Suspension

The Company may suspend access to the Service where it reasonably believes that the Customer or an Authorized User has violated this Policy, failed to pay applicable fees, created a security risk, infringed another party's rights, or used the Service in a way that may harm the Company, other users, or the Service.

Where practicable, the Company will provide notice of a suspension and an opportunity to address the issue. The Company may suspend access without prior notice when immediate action is reasonably necessary to protect security, prevent harm, or comply with law.

15. Termination

The Company may terminate access to the Service if the Customer or an Authorized User materially or repeatedly violates this Policy, fails to remedy a breach after receiving reasonable notice where a remedy is possible, or uses the Service for unlawful or harmful activity.

Upon termination or expiration of the applicable subscription, the Customer's right to access and use the Service ends. The Customer remains responsible for fees and obligations accrued before termination. The Company may delete Customer Data after the applicable retention period, subject to any legal, contractual, or technical requirements.

Clauses concerning intellectual property, confidentiality, payment obligations, limitations of liability, dispute resolution, and obligations that by their nature should continue after termination will remain effective.

16. Disclaimer and Limitation of Responsibility

The Service is provided according to the applicable agreement and subscription plan. The Company does not guarantee that the Service will be uninterrupted, error-free, or suitable for every purpose.

The Customer is responsible for determining whether the Service meets its operational, legal, regulatory, security, and record-keeping needs. The Customer should maintain appropriate backups and safeguards for its own data and business operations.

To the extent permitted by applicable law, the Company's responsibility for claims arising from the Service is limited as stated in the applicable agreement or terms of service.

17. Changes to This Policy

The Company may update this Policy from time to time to reflect changes in the Service, security practices, legal requirements, or business operations.

The Company will provide notice of material changes through the Service, by email, on its website, or through another reasonable method. Continued use of the Service after the effective date of an updated Policy constitutes acceptance of the updated Policy.

18. Governing Law and Dispute Resolution

This Policy and any dispute arising from it will be governed by the laws specified in the applicable agreement between the Company and the Customer. If no agreement specifies governing law, the parties should identify the applicable governing law and dispute resolution process in writing before relying on this Policy for a contractual relationship.

19. Contact Information

Questions about this Policy, suspected violations, account security, or acceptable use may be directed to:

20. Acknowledgment and Approval

By accessing or using the Service, the Customer and each Authorized User acknowledge that they have read, understood, and agree to comply with this Policy.

Company

Name

Date

Signature



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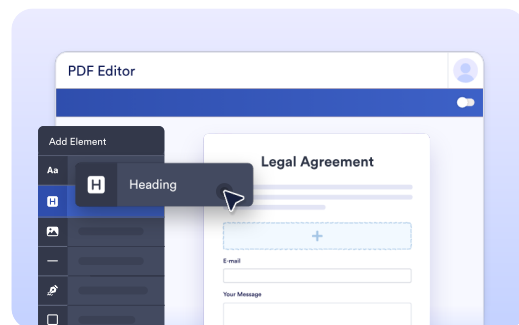
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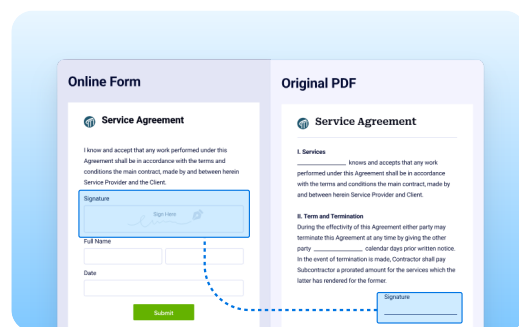
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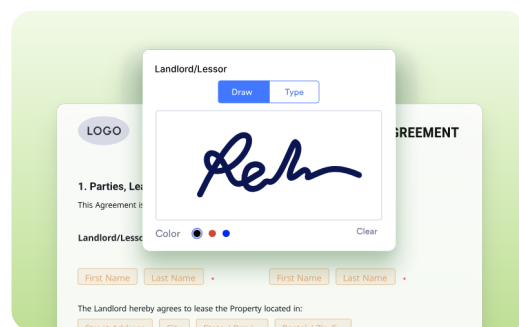
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