



FAQ for Dude Solutions’ Master Subscription Agreement

This FAQ is designed to provide helpful explanation about our suite of Software-as-a-Service (SaaS) applications, products and services (the “Service”) and the applicable Master Subscription Agreement (“MSA”, which is drafted to accommodate the unique aspects and functionality of our Service). We hope this FAQ will provide context as you review the MSA. It is for informational purposes only and will not be part of the contract between the parties. Some of the terms in this FAQ are defined in the MSA.

Services- What am I buying?

DSI Cloud Service: We provide our commercial-off-the-shelf Services to thousands of Subscribers by way of a cloud-based non-exclusive, non-transferable right to access the Service for the Term, as stated on your Order Form and as further described in the MSA. That means that the Service is provided to all of our Subscribers in the same manner –with the same architecture, codebase, infrastructure and security. Because of the off-the-shelf nature of the Service, we can’t provide custom service offerings for you and are limited by operational scalability because we must be able to support all Subscribers in the same manner. We offer various geographic hosting locations in the USA, Canada, UK and Australia, depending on the Subscriber’s location.

Professional Services: We may provide comparable Professional Services that are mutually agreed upon in a statement of work. Any Professional Services, for example, a facility condition assessment or consultancy services, are governed by our Professional Services Addendum. We have aligned these terms to the nature of the professional services provided and are diligent in making sure that our commitments are standard to our specific Service industry.

Why use the MSA?

Our Service is a “one-for-all” software model. Our MSA was specifically drafted to accommodate and describe the unique features of the Service. We regularly review our MSA to create a fair and balanced agreement based on customer feedback and industry accepted positions. If a Subscriber presents their own terms, we are unable to allow them to govern our Service because it frustrates our ability to provide the features of the Service in their intended manner and threatens our intellectual property rights.

I’m a public entity and I need to make changes to the terms. Can you accept my changes?

We have quite a few public entity Subscribers and have adjusted our MSA terms to be sure they reference the applicable laws that may govern your subscription when you are a public entity. Take note that: 1) Confidential Information is as provided under applicable law and exempted from disclosure, 2) Subscriber’s indemnity is only to the extent permitted by law, 3) records requests allows for any public record requests permitted by law, 4) compliance with laws includes reference to any government rules and regulations, and finally 5) governing law in the USA will default to the applicable state law

governing a public entity Subscriber. More specifically, the way the governing law section is written, the MSA is already governed by the state laws where a public entity Subscriber is domiciled and if a public entity cannot indemnify DSI under applicable law, the indemnification shall not apply – no changes are needed.

Explanation of SaaS Terms

Can DSI increase its liability limits?

A limitation of liability clause serves to limit a party's financial exposure in the event that a claim is made or a lawsuit is filed. For DSI, we intend to align the responsibility for any such claim or lawsuit to the responsibilities of the parties to the MSA. For example, a construction vendor's claims or lawsuits would be much higher risk than a cloud Services provider. DSI is entering into a commercial-off-the-shelf cloud Services agreement where DSI is providing a one-for-all subscription to its software for Subscriber's use; therefore, DSI must make its liability proportional and fair by limiting it to the value of the annual contract. This is appropriate for any cloud Services provider like DSI because the Subscriber enters its own data, completes its own inventory management, etc. In situations where a Subscriber's operational or legal practices require a higher liability limit, it is likely due to increased responsibilities of the vendor (for example, a construction vendor) but is not fit for purpose for cloud Services.

What is DSI's service level obligation?

The service levels are in accordance with our Service Level commitments set forth in Section 2.2, and are the same for all Subscribers. DSI must be able to provide its cloud Services to all its Subscribers as a one-for-all model, where the Service Levels are the same for everyone. For this reason, we are unable to accept a Subscriber's own service level requirements.

What Third Parties are involved in the MSA?

There are two (2) ways in which Third Parties can be involved: 1) Subscriber may link the Services to a Third Party website, application or service (Section 1.2(f)), and 2) DSI may use, embed or incorporate Third Party software in its Service (Section 1.3(c)). First, the links to Third Party websites are entirely at the discretion of a Subscriber; for example, you may choose to allow our Services to share data or interact with a procurement system, GIS mapping, etc. For all these interactions, Subscriber will have a licensing or subscription agreement with that Third Party, therefore its use will be outside of DSI's control. DSI is not responsible for these Third Party website interactions. Second, if DSI uses, embeds or incorporates a Third Party software in our Services, it is entirely DSI's responsibility. DSI agrees that the use of these "Third Party Tools" is subject to our license terms with that Third Party Tool's provider, that it is sub-licensable and nonexclusive, but Subscriber is made aware of these commitments because any Subscriber breach of DSI's Service's proprietary rights may also mean a breach of Third Party Tools' proprietary rights.

Customer Data / Security

Does DSI have access to data?

You and your designated Account Users have complete administrative control of your Account and data. DSI's Service requires access to a Subscriber's De-Identified Data to support the reporting, analysis, statistical and benchmarking features of the Service. Depending on the Service subscriptions in your Order Form, the nature of the data collected is focused around infrastructure, asset and equipment information, work orders, Account User and crew member information, event information, and GIS location information.

How does DSI protect data?

All of our customers benefit equally from our shared security architecture and practices. This means that security enhancements made to the Service are pushed to the entire customer base via updates. Additional information on our security measures can be found in the [Dude Solutions Security Controls](#).

How does DSI demonstrate compliance?

DSI undergoes third party audits, tests and certifications to demonstrate and document the operational and security measures that our customers expect. Depending on our geography and the selected Service, these include ISO certifications, PCI-DSS certification and regular penetration tests. Certain DSI Services are also on their way to becoming SOC-2 compliant.

Why can't DSI use my security terms/requirements?

DSI does not provide custom service offerings because the Service is commercial-off-the-shelf SaaS and we are unable to apply different security terms to only one specific Subscriber account. DSI's security terms (against which we are regularly audited) apply to the Service as it's provided to all our customers. DSI's security measures accurately capture how the Service works and how we provide security for the Service. We are not able to entertain one-off security exhibits that are written with other services or applications in mind, or to generically cover a wide array of services or applications.

How does DSI enable compliance with GDPR?

Under applicable Data Protection Legislation, Subscriber and DSI agree that Subscriber is the Data Controller and to the extent that DSI processes personal data from the UK, Switzerland or the European Economic Area (EEA), the terms of a data processing addendum must be signed by the parties. A copy of our standard data processing addendum is available at www.dudesolutions.com/terms.

How does DSI enable compliance with HIPAA?

First, take note that our Service is not a SaaS Service that requires the use of protected health information as defined by HIPAA. If applicable in the USA, and where the Subscriber is a Covered Entity, DSI may enter into our business associate agreement with those Subscribers using the appropriate senior living Service. Our business associate agreement is designed to leverage the existing terms describing our Service, restrictions on our use and access to your data, and our security measures for our senior living Service.

