

Important Service Information for Access HandiSoft Cloud

Please take note of the Important Service Information associated with different HandiSoft services which will become part of your agreement with The Access Group.

Access HandiSoft Cloud is a collection of cloud applications designed specifically for Accountants in public practice. The application can be used individually or as part of an integrated solution, these applications include:

- Access Accountant Cloud
- Access HandiTax Cloud
- Data Hub
- Access Final Accounts

Access Accountant Cloud

The Access Group discloses that Access Accountant Cloud is hosted and powered by Salesforce.com. The following terms are specifically required by Salesforce for your continued use of the Accountant Cloud service. You will have access to the Salesforce platform facilities via The Access Group and will not require a separate license with Salesforce unless Salesforce CRM functionality is required. Salesforce CRM functionality is defined as access to CRM standard objects through standard tabs, related lists in custom tabs, through the Salesforce web services API or through reports and dashboards. CRM standard objects include campaigns, leads, opportunities, cases, solutions and forecasts.

This license will be limited to use of the Salesforce Technology only as is necessary to use the Accountant Cloud service.

An Admin User license is provided for the purpose of configuring and administering the application and this license must not be used to access or use any Salesforce CRM functionality.

The Access Group reserves the right to seek reimbursement for any unauthorised use of custom object(s).

If the Services offer integration capabilities via an API, the number of API calls you can make per account is limited to 1,000 calls/day/User (aggregated over all Users under your account), up to an aggregate maximum of 1,000,000 calls/day/your account.

The maximum data storage space provided to you at no additional charge is the greater of 10 GB or an aggregate of 20 MB per User license. The maximum file storage space provided to you at no additional charge is the greater of 11 GB or an aggregate of 2 GB per User license. If the amount of data storage or file storage required exceeds these limits, you will be charged storage fees at our then current list price. We will use reasonable efforts to notify you when the average storage used per license reaches approximately 90% of the maximum; however, any failure to so notify you shall not affect

your responsibility for such additional storage charges. We reserve the right to establish or modify our general practices and limits relating to storage of Customer Data.

[Access Accountant Cloud Service Level Standards](#)

Disclosure of Sub-contractor relationships:

Sub-contractor	Specification of processing
Salesforce.com EMEA Limited	Hosting of the Service and provision of the cloud platform to Salesforce.com.
Salesforce.com, Inc.	Hosting of the Service and provision of the cloud platform to Salesforce.com.
Amazon Web Services, Inc (AWS)	Hosting of the Integration Server

Access HandiTax Cloud

Access HandiTax Cloud service is only available to professional accounting and tax practices with a bona fide requirement for services of the nature of those that The Access Group provides.

The HandiTax Cloud service makes use of the ATO Standard Business Reporting (SBR) gateway. The Access Group has no control over ATO's SBR gateway and recommend that you review ATO's terms and conditions including privacy and data collection practices.

The current term ends on 30 Jun or on the anniversary date of your initial term subscription and is documented on the Renewal Notice, Tax Invoice or Order Form.

Disclosure of Sub-contractor relationships:

Sub-contractor	Specification of processing
Amazon Web Services, Inc (AWS)	Hosting of the Integration Server
Microsoft Azure	Hosting of the Access HandiTax Cloud service

[Access HandiTax Cloud Service Level Standards](#)

Data Hub

Disclosure of Sub-contractor relationships:

Sub-contractor	Specification of processing
Microsoft Azure	Hosting of Data Hub service
Zap Technology Limited (ZAP BI), a UK registered company (6696826)	Provider of the service, for more information about ZAP BI click here

Excess Data Storage Fees. The maximum disk storage space provided to you without additional charge is 40 GB per month. Storage is measured in the aggregate across all Users. If your aggregate amount of storage exceeds these limits, you will be charged for additional Data stored. Please note that additional storage can only be purchased in 20GB bundles.

Access Final Accounts

The current term ends on 30 Jun or on the anniversary date of your initial term subscription and is documented on the Renewal Notice, Tax Invoice or Order Form.

Disclosure of Sub-contractor relationships:

Sub-contractor	Specification of processing
Amazon Web Services, Inc (AWS)	Hosting of the Integration Server
Microsoft Azure	Hosting of Access Final Accounts data

[Access Final Accounts Service Level Standards](#)