

Updated Terms and Conditions & Privacy Policy

Summary:

SafetyCulture welcomes the new Standard Contractual Clauses (**New SCCs**) issued by the European Commission and the International Data Transfer Addendum (**UK Addendum**) to the New SCCs issued by the UK Informational Commissioner's Office. We published an article in our Privacy Portal on the New SCCs, which you can find [here](#). SafetyCulture has updated its Data Processing Agreement set out in Appendix 1 and Appendix 2 of the SafetyCulture Terms and Conditions (**SC T&Cs**) to reflect and incorporate the New SCCs and the UK Addendum.

In tandem with these updates, we have reviewed and updated the SC T&Cs to make them fairer for our customers. These changes more fairly balance risk between the customer and SafetyCulture, and improve customers' rights.

As per changes to our Privacy Policy, customers can request a list of our current sub-processors by contacting their Account Manager or emailing us at privacy@safetyculture.io. You can subscribe for updates to this list by filling out the form available at <https://safetyculture.com/legal/privacy-sub-processors/>.

Below we have set out key questions and answers relating to the updated SC T&Cs and Privacy Policy.

If you have any questions or require additional information, please contact your Account Manager or our Customer Support team at support@safetyculture.io.

Frequently Asked Questions:

1. What substantive changes have been made to the SC T&Cs (other than incorporating the New SCCs and UK Addendum)?

- We acknowledged that the terms set out in the SafetyCulture Order Form have priority over the terms set out in the SC T&Cs.
- We are required to give customers notice of any material reduction in the functionality or features of our subscription services or if we discontinue a service and do not replace it with a substantively equivalent service.
- In certain circumstances where a customer terminates their subscription, customers can now receive a pro-rata refund of any prepaid, unused fees.
- We have removed our ability to make decisions in our absolute discretion with respect to actions taken in relation to Your Data.
- We removed our right to terminate your subscription at any time. We must now provide you with at least 30 days' notice prior to the expiry of your subscription term.
- We updated the governing law of the SC T&Cs to reflect the global nature of our customer base.

You can review prior versions of the SC T&Cs under the '[Archives](#)' side bar.

2. What changes have been made to the Privacy Policy?

- We have listed with greater specificity the categories of third-party service providers to whom we may disclose personal information.
- We have updated the contact details of our Privacy Officer.
- We have removed references to the EU/US Privacy Shield.
- We have implemented a new process to enable customers to receive updates to our list of sub-processors.

3. When are the updated SC T&Cs and Privacy Policy effective?

The updated SC T&Cs and Privacy Policy are effective on 24 February 2022 and will apply to all existing customers subject to the current SC T&Cs and all new customers upon their first purchase with SafetyCulture.

4. Do the new SC T&Cs apply to existing customers that have negotiated custom agreements?

No. The updated SC T&Cs will not replace pre-existing written enterprise agreements signed by both the customer and SafetyCulture.

Customers that wish to enter into the updated SC T&Cs (incorporating the new SCCs and UK Addendum) can contact their Account Manager or our Customer Support team for instructions on how to update their current agreement.

The application of the Privacy Policy to the existing customer's use of the SafetyCulture platform will be dependent upon the terms of the custom agreement.