

## Updated Terms and Conditions

### **Summary:**

In late November 2022, SafetyCulture's flagship product, iAuditor, was renamed 'SafetyCulture'.

This change reflects that iAuditor has evolved into a technology platform to help drive improvements in the workplace. You can read more about the change in The Loop (<https://blog.safetyculture.com/media-release/safetyculture-updates-the-name-of-its-flagship-product>).

The name change does not have any impact on the functionality, features or performance of the Services. However, it does require us to update the Product and Services Modules in the SafetyCulture Terms and Conditions.

The iAuditor Product Module is now the SafetyCulture Product Module. To avoid confusion with SafetyCulture's corporate identity, we have introduced a concept of 'Core Services' and replaced references to iAuditor with references to the Core Services.

We have also taken this opportunity to restructure the Service Level Agreement (SLA) to provide greater transparency on the circumstances that constitute 'Excluded Downtime'. Customers can subscribe to receive status updates for SafetyCulture's services at <https://status.safetyculture.com/>.

**If you have any questions or require additional information, please contact your Account Manager or our Customer Support team at [support@safetyculture.io](mailto:support@safetyculture.io).**

We have answered a number of FAQs below.

### **Frequently Asked Questions:**

#### ***Will there be any changes to SafetyCulture's corporate structure?***

No. Existing customers will continue to contract with the SafetyCulture entity that is a party to the agreement relating to use of SafetyCulture's Services. Customers can find out more about the SafetyCulture Group here: <https://safetyculture.com/legal/safetyculture-group/>.

#### ***Does the name change have any impact on the way SafetyCulture uses or shares data?***

No. The name change has no impact on the functionality of SafetyCulture's services or how we use or share data.

#### ***Were there any substantive changes made to the Terms and Conditions (other than those mentioned above)?***

- In line with industry standards, routine scheduled maintenance and reasonable emergency maintenance will be excluded from the calculation of the SafetyCulture SLA.
- If a customer uses the Services in an unauthorised manner and this results in the Services not being available; any downtime will be considered Excluded Downtime and excluded from the calculation of the SafetyCulture SLA.
- To claim Service Credits, you must provide us with the dates and times the Core Services were unavailable to your End Users.

#### ***When are the updated Terms and Conditions effective?***

The updated Terms and Conditions are effective on the date the updates are published on <https://safetyculture.com/legal/terms-and-conditions/>.

The Terms and Conditions apply to all existing customers subject to the current Terms and Conditions and all new customers upon their first purchase with SafetyCulture.

#### ***Do the updated Terms and Conditions apply to existing customers that have negotiated custom agreements?***

No. The updated Terms and Conditions will not replace existing written agreements signed by both the customer and SafetyCulture relating to use of SafetyCulture's Services.