

Updated Terms and Conditions & Policies: FAQ

Summary:

In 2020, EdApp became part of the SafetyCulture family.

As we continue to integrate EdApp into the SafetyCulture group, we are taking this opportunity to align SafetyCulture and EdApp's approach on customer contracts and policies relating to customers' use of SafetyCulture products.

We are also making mandatory updates to EdApp's T&Cs and Data Processing Agreement (**DPA**) to reflect and incorporate the new Standard Contractual Clauses (**SCCs**) issued by the European Commission.

On 17 February 2022, we replaced EdApp's existing customer-facing Terms and Conditions (**T&Cs**), Privacy Policy and Acceptable Use Policy (together the **Policies**).

You will find answers below to key questions relating to these updates.

Please reach out to our Customer Support Team with any further questions.

Frequently Asked Questions:

1. What has changed since the last version of the T&Cs and Policies?

Since we last updated our T&Cs and Policies, EdApp has joined the SafetyCulture family.

We have also considered recurring feedback from you, our customers, on how we can make the T&Cs more customer-friendly and better aligned with the approach of other Software-as-a-Service companies.

The changes to the T&Cs include: (1) updates to format and style; (2) incorporating the updated DPA, including the new SCCs, into the T&Cs; (3) updating the Limitation of Liability and indemnity provisions (refer to our response to Question 2 below); and (4) including standard provisions in relation to the protection of confidential information shared between the parties in the provision of the services (refer to new Section 10 of the T&Cs).

The changes to the Privacy Policy include: (1) updates to format and style; (2) additional detail on how we collect and use your information, together with what information we share in various circumstances; and (3) details on our information security process.

The changes to the Acceptable Use Policy include: (1) updates to format and style; and (2) additional details of unacceptable use practices which protect our customers, systems, and employees.

2. Are there any material substantive changes to the existing T&Cs and Policies?

We have made material substantive changes to the Limitation on Liability (Section 14) and indemnity (Sections 8 and 15) provisions under the T&Cs.

The new provisions more fairly balance risk between the customer and EdApp, and improve customers' rights under the T&Cs.

We have also provided more detail in our Privacy Policy on how we collect, use and share your information.

3. When are the new T&Cs and Policies effective?

The new T&Cs and Policies are effective on 17 February 2022 and will apply to new customers upon their first purchase with EdApp. The new T&Cs and Policies will apply to existing customers upon renewal of their subscription.

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

No. The new T&Cs and Policies will not replace current written agreements signed by both the customer and EdApp, unless both parties agree to enter into the new T&Cs.

5. Will I continue to contract with the same entity?

Yes. Customers will continue to contract with EdApp Pty Ltd (ABN 14 626 603 263) or its affiliates, dependent on the jurisdiction in which the customer is based.