



Jottacloud

CLOUD BACKUP AGREEMENT

Key Benefits

- ❖ Easy to setup and simple to use
- ❖ Works on Windows and Mac
- ❖ Reliable, automated backups with simple restore process
- ❖ Protect your files and folders
- ❖ Mobile app available for iOS and Android Devices
- ❖ Secure offsite data storage
- ❖ Premium encryption and high level data centre security.
- ❖ Data stored in Overseas Data Centres

Terms of Agreement

- ✚ This option is designed specifically for residential customers with multiple devices such as laptops, PCs and smartphones who require large amounts of data storage.
- ✚ Jottacloud Backup, herein referred to as Jottacloud, is a software program installed onto each machine requiring a backup to be completed. This software allows data to be securely transmitted to servers located offsite, at a secure storage location.
- ✚ Each customer is assigned a unique user account and password allowing access to the Jottacloud platform. Customers who elect for a family specific plan with multiple users will have the ability to have separate user accounts and passwords for each member of their family whilst maintaining individual privacy.
- ✚ A new backup job is scheduled on each device containing the data which the customer elects to have backed up as well as the frequency of the backup – Daily, Weekly or Monthly and the time at which the backup is to occur.
- ✚ Sydney Onsite Computer Services will calculate the volume of data to be processed and recommend an appropriate plan based on the customer's requirements.
- ✚ The job will be saved within the Jottacloud software and at the time designated in the schedule, the backup will begin to securely transmit the data to our secure, offsite storage location.
- ✚ This backup will only be carried out if the computer(s) / device (s) to which it has been installed are powered on and connected to the internet.

- ✦ On completion of the backup process, the Jottacloud software client (PC user) or device application (tablets, smartphones) will notify the user that the backup has been completed and advise if any errors have occurred.

Associated Costs

Utilisation of the cloud backup service incurs a yearly fee based on the selected plan.

The costs are as follows:

| Plan | Yearly Cost (inc GST) |
|---|-----------------------|
| Single User Unlimited devices 1TB Storage | \$132.00 |
| Family 5 Users & Unlimited devices 1TB storage | \$176.00 |

Important Information

All data transferred between your devices and our servers is carried out utilising the strongest 256-bit grade encryption available. For the purposes of this agreement, data backups carried out using Jottacloud are securely stored in data centres located in Norway protected by Norwegian privacy laws.

Sydney Onsite Computer Services utilises services provided by Capital Security Solutions Pty Ltd to facilitate all backups. In respect to this, you accept that at times Sydney Onsite Computer Services may need to disclose sensitive or confidential information about your organisation to such organisations for the purposes of facilitating the cloud backup service.

We will never disclose your personal details to a third party except the necessary information required by providers of products or services you have purchased or to protect the rights, property or safety of Sydney Onsite Computer Services, its customers or third parties or if required by law. Our complete [privacy policy can be found here](#), in accordance with the Privacy Act 1988.

Sydney Onsite Computer Services provides the Cloud Backup Service as a means of ensuring and protecting its customers against data loss. However, the customer has a responsibility to ensure that their personal computing devices and or computer networks are maintained regularly and that adequate virus protection is installed. Whilst we endeavour to provide this service with a 100% up-time, circumstances outside of our control may mean that this is not always possible.

Sydney Onsite Computer Services advises that **this service should not be relied on as the sole method of data backup** for its clients. We highly recommend the 3-2-1 backup strategy which means having at least three total copies of your data. Two kept locally on different mediums (e.g. computer and external hard drive) and at least one copy offsite (e.g. cloud backup). This ensures redundancy and the ability to be able to quickly recover data if a catastrophic loss occurs.

The service offerings are provided “as is.” Except to the extent prohibited by law, or to the extent any statutory rights apply that cannot be excluded, limited or waived, we and our affiliates and licensors (a) make no representations or warranties of any kind, whether express, implied, statutory or otherwise regarding the service offerings or the third-party content, and (b) disclaim all warranties, including any implied or express warranties (i) of merchantability, satisfactory quality, fitness for a particular purpose, non-infringement, or quiet enjoyment, (ii) arising out of any course of dealing or usage of trade, (iii)

that the service offerings or third-party content will be uninterrupted, error free or free of harmful components, and (iv) that any content will be secure or not otherwise lost or altered.

You hereby waive any and all claims against Sydney Onsite Computer Services or any of its contractors, agents, affiliates, directors and officers relating to or arising out of any damage or loss of any nature whatsoever that results, directly or indirectly, from Sydney Onsite Computer Services providing cloud backup services to your organisation as requested by you pursuant to this Agreement, including, without limitation, loss of data and damage to your computer hardware, software and/or any related systems.

This Cloud Backup Agreement is made in conjunction with Sydney Onsite Computer Services standard Terms & Conditions of Service and does not supersede any other agreements you may have with Sydney Onsite Computer Services.

In the event that the client no longer requires use of the Cloud Backup service and wishes to terminate this agreement, this may be done so provided it is communicated in writing with a minimum period of thirty days notice.

All backup services are billed via electronic invoice and are to be paid within 7 days of date of issue. Failure to pay invoices within 14 days of the invoice due date without sufficient explanation will result in termination of this service with immediate effect.

Termination of the service will result in removal of the client's account from our systems and complete destruction of any data contained on our servers without recovery.

If for any reason Sydney Onsite Computer Services is no longer able to provide the Cloud Backup Service to its clients or deems it be financially unviable, all users of the service will be issued with advance notice advising that the service will be discontinued with a minimum notice period of three months.

Please fill out the form located on the following page to complete your acceptance of this agreement

Acceptance of Jottacloud Backup Agreement

| | |
|------------------------|--|
| Full Name: | |
| Business Name: | |
| Business ABN: | |
| Email Address: | |
| Street Address: | |
| Phone Number: | |
| Mobile Number: | |
| Date of Birth: | |
| Storage Plan: | |

By my signature below I acknowledge that I have read this Cloud Backup Agreement in its entirety and accept the terms and conditions of using this service.

Signature: _____

Position (if applicable): _____

Date (DD/MM/YYYY): _____