

Effective July 25, 2023. This Schedule of Third-Party Services supersedes and replaces all prior versions.

## **Schedule of Third-Party Services**

This Schedule of Third-Party Services describes the third-party services that may be offered by Provider. This Schedule of Third-Party Services may be modified or updated by Provider at any time, and in Provider's sole discretion. "Third-Party Services" are products and/or services that are not exclusively operated or controlled by Provider or that involve significant participation from an entity outside of Provider's control. Provider uses Third-Party Services to assist it in providing the Services under the Agreement. The Third-Party Service provider's agreements and policies apply to Client's and Provider's use of those Services. UNDER NO CIRCUMSTANCES WILL PROVIDER BE RESPONSIBLE OR LIBBLE FOR ANY CLAIMS CAUSED BY ANY THIRD-PARTY SERVICES. IF HARM OCCURS TO CLIENT AS A RESULT OF THIRD-PARTY SERVICES, CLIENT ACKNOWLEDGES AND AGREES THAT IT WILL ONLY SEEK REMEDIES FROM THE THIRD-PARTY SERVICE PROVIDER. CLIENT REPRESENTS THAT IT HAS REVIEWED AND UNDERSTANDS THE THIRD-PARTY SERVICE PROVIDER'S AGREEMENTS AND POLICIES SETFORTH BELOW, AND AGREES THAT ITS RIGHTS WILL BE GOVERNED BY AND LIMITED BY THOSE AGREEMENTS.

The following table lists the Third-Party Services that may be used by Provider, along with weblinks to each Third-Party Service provider's agreements and policies.

THIRD-PARTY SERVICE PROVIDER	SERVICE	THIRD-PARTY SERVICE WEBSITE OR TERMS	THIRD-PARTY SERVICE PRIVACY POLICY
3CX	Call Center	https://www.3cx.com/compan y/terms-and-conditions/	https://www.3cx.com/compan y/privacy/
Amazon Web Services (hosts our N-able N-central RMM)	Cloud Computing Services, Cloud Storage	https://aws.amazon.com/servi ce-terms/	https://aws.amazon.com/priva cy/?nc1=f_pr
APC	Backup	https://www.apc.com/us/en/who-we-are/terms-of-use.jsp	https://www.se.com/ww/en/ab out-us/legal/data-privacy.jsp
Apple	Hardware Provider	https://www.apple.com/legal/	https://www.apple.com/privacy/
Aruba	Switches	https://www.arubanetworks.c om/legal	https://www.arubanetworks.c om/dataprivacy/
Authy	Multifactor Authentication	https://www.twilio.com/legal/tos	https://www.twilio.com/legal/privacy
Auvik	IT Asset Management, Performance Monitoring, Network Analysis, Configuration Backup	https://www.auvik.com/terms/	https://www.auvik.com/privac y-policy/
Axis	Network Cameras	https://www.axis.com/dam/pu blic/64/2f/3b/axis-os-eula-en- US-353664.pdf	https://www.axis.com/en- us/privacy
BitDefender	EndPoint Protection Software	https://www.bitdefender.com/ site/view/legal-eula.html https://www.bittitan.com/legal	https://www.bitdefender.com/ site/view/legal-privacy.html https://www.bittitan.com/legal
BitTitan	E-mail Migration	<u>I</u>	/privacy-policy/
Carbonite	Backup	https://www.carbonite.com/ter ms-of-use/website	https://www.opentext.com/ab out/privacy
Codetwo.com	E-mail Signatures, Migration, and Backup	https://www.codetwo.com/req ulations/sales-and-services/	https://www.codetwo.com/reg ulations/privacy

ConnectWise	Dark Web Monitoring, Helpdesk, Intrusion Protection / Cyber Security SOC, RMM Agent, Security Awareness Training, SIEM, Control, Proposal Software and Templates	https://www.connectwise.com /company/terms	https://www.connectwise.com /company/privacy-policy
Connectwise / Sentinel One	Managed Detection and Response with SOC	https://www.sentinelone.com/legal/terms-of-service/	https://www.sentinelone.com/legal/privacy-policy/
Datto	Backup and Disaster Recovery	https://www.datto.com/legal/t erms-of-use	https://www.datto.com/legal/privacy-policy
Dell	Desktop, Laptops, Servers	https://www.dell.com/learn/us/en/uscorp1/terms-of-sale?s=corp	https://www.dell.com/learn/us/en/uscorp1/policies-privacy?s=corp
DropSuite	O365 backup	https://dropsuite.us/terms	https://dropsuite.com/privacy- policy/
Google	Email Provider	https://policies.google.com/ter ms?hl=en-US	https://policies.google.com/pri vacy?hl=en
Hewlett Packard	Desktop, laptops	https://www.hp.com/us- en/terms-of-use.html	https://www.hp.com/us- en/privacy/privacy- central.html
HP	Hardware Provider	https://www.hp.com/us-en/hp- information/end-user- agreement/terms.html	https://www.hp.com/us- en/privacy/privacy.html
ID Agent	Dark Web Monitoring	https://www.idagent.com/wp- content/uploads/2020/02/idag ent-eula.pdf	https://www.idagent.com/priv acy-policy/
IT Glue	IT Documentation Software	https://www.itglue.com/terms/	https://www.itglue.com/privac y-policy/
Keeper Security	Desktop Security	https://www.keepersecurity.c om/termsofuse.html	https://www.keepersecurity.c om/privacypolicy.html
LastPass	Password and Identity Management	https://www.docracy.com/0wu sxuu81x2/lastpass-com- terms-of-service-tos	https://lastpassapp.com/priva
Lenovo	Hardware Provider	https://www.lenovo.com/us/e n/legal/?orgRef=https%253A %252F%252Fwww.google.co m%252F	https://www.lenovo.com/us/en/privacy/
Liongard	Customer Onboarding, Change Management	https://www.liongard.com/ter ms-of-use/	https://www.liongard.com/privacy-policy/
Macrium	Backup, Disaster Recovery	https://www.macrium.com/ter ms-and-privacy-statement	https://www.macrium.com/ter ms-and-privacy-statement
MalwareBytes	EndPoint Protection Software	https://www.malwarebytes.co m/eula	https://www.malwarebytes.co m/legal/privacy-policy

Microsoft	Cloud Servers, Cloud Applications and Software Applications, Office Suite	https://www.microsoft.com/en -us/legal/terms-of-use	https://privacy.microsoft.com/ en-us/privacystatement
Nerdio	Cloud Management	https://privatecloud.getnerdio. com/terms-of-service/	https://privatecloud.getnerdio. com/privacy-policy-and- cookies- policy/#:~:text=Privacy
PAX8	Supplier	https://go.pax8.com/rs/878- YDC- 715/images/Pax8%20Tiered %20Support%20Master%20S ervices%20Agreement.09.26. 17%20v2.5.pdf	https://www.pax8.com/en- us/privacy-policy/
Qnap	Network Attached Storage	https://www.qnap.com/en- us/legal/qnap-terms-of-use	https://www.qnap.com/en- us/legal/qnap-privacy-policy
SonicWall	Hardwre Security / Firewall	https://www.sonicwall.com/le gal/general-product- agreement/ https://www.synology.com/en	https://www.sonicwall.com/le gal/privacy-statement/
Synology	Servers	us/company/legal/terms conditions	https://www.synology.com/en -us/privacy
TeamViewer	Remote Access Software	https://www.teamviewer.com/ en-us/info/commercial-use/	https://www.teamviewer.com/ en-us/trust-center/world- class-privacy/
TechData	Distributor/Cloud Provider	https://www.techdata.com/co ntent/visitor/abouttd/condition s.aspx	https://www.techdata.com/pri vacy/
ThreatLocker	Ringfencing, Storage Control, Elevation Control, Network Access Control		https://threatlocker.com/priva cy-policy
Twilio/Sendgrid	Messaging, Programmable Voice	https://threatlocker.com/legal/thttps://www.twilio.com/legal/tos	https://www.twilio.com/legal/privacy
Ubiquiti	Networking, Switching, WiFi	https://www.ui.com/legal/unifi- elite/termsandconditions/	https://www.ui.com/legal/priva cypolicy/
Veeam	Backup, Recovery, and Replication	https://www.veeam.com/eula. html https://www.vmware.com/con tent/dam/digitalmarketing/vm	https://www.veeam.com/priva cy-notice.html?ad=footer
VMWare	Software	ware/en/pdf/downloads/eula/ universal_eula.pdf	https://www.vmware.com/hel p/privacy.html
Voip.ms	VoIP	https://voip.ms/terms-of- service	https://voip.ms/privacy-policy
Wasabi	Cloud Storage	https://wasabi.com/legal/term s-of-use/	https://wasabi.com/legal/priva cy-policy/
WinSCP	SFTP	https://winscp.net/eng/docs/license  https://www.yealink.com/onep	https://winscp.net/eng/docs/pr ivacy https://www.yealink.com/onep age 66.html#:~:text=If%20yo u%20are%20under%2018.of %20same%20by%20emailing
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Calastia Advisara	Cyborosqueity auditing		
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DeskDirector	IT Support Tool	DeskDirector Legal Policies I Lucid	Privacy Policy   DeskDirector Lucid Software Inc. Privacy
LucidChart	Documentation	<u>Software</u>	Policy   Lucid
Quad9	DNS	N/A	Privacy   Quad9
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