

# Responsiv Cloud Connectivity Platform

## Product Description - RA001WI

Responsiv Cloud Connectivity Platform provides connectors and hosts the logic you need to access information across different SaaS products, your own systems and applications, and IoT devices in a single, consistent, reliable, and high-performance platform. Using the platform, you will be able to develop your own connections, transformations, routes, and management logic using low and no-code tooling. The platform provides production, test, and development environments to support your ongoing use of the platform.

This product is subject to the terms in the RL0002O Terms and Conditions for Responsiv Cloud

### Product description for purchases of entitlements after August 2020

Product Number	RA001WI
Product Name	Responsiv Cloud Connectivity Platform
Product Summary	<p>Responsiv Cloud Connectivity Platform consists of three environments that are logically isolated for production, development, and testing use. The production environment consists of two nodes clustered to provide a level of fault tolerance and high availability. The test environment is provided to allow you to perform UAT and other larger scale tests prior to production release. A development environment is provisioned like test to allow developers to work independently from those testing. Platform capacity is limited by resources assigned to provide a consistent throughput depending on the complexity of your connections. This means that you can connect as many systems as you like, use as many pre-built connectors, and take advantage of all protocols for no additional fee aside from purchasing sufficient platform capacity.</p> <ul style="list-style-type: none"><li>- Production Environment</li></ul> <p>Deployed to virtual host consisting of two nodes configured in a clustered topology to provide high availability, load balancing, and remove any single points of failure in the software. The production environment is 100% compatible with IBM MQ clusters, and can be added to your existing clusters or messaging infrastructure, or used in conjunction with Responsiv Unity Integration Modules to connect across multiple clouds and systems. Purchase additional capacity to increase throughput and reduce latency as needed.</p> <ul style="list-style-type: none"><li>- Development Environment</li></ul> <p>Deployed to virtual environment consisting of a single node. The development environment is 100% compatible with IBM MQ clusters and can be added to your existing test messaging infrastructure and DevOps pipelines. We provide tooling to support low code and no code development of connectivity logic. A set of ready-built adapters for common enterprise systems is available often at no additional cost, and protocol support is also available for 30+ different protocols, including SFTP, FTPS, IBM MQ Messaging, MQTT, JCA and HTTP(s).</p>

\* Product Descriptions (PD) describe what to expect from a Responsiv product and are identified by the product number and an effective date. A product description provides the definitive description of a product and its entitlement, which supersedes any and all descriptions, marketing information, presentations, or other expectations that might have been communicated or assumed about the product.

Responsiv Solutions Limited. Registered in England. GB09592407. VAT GB217087021. (13-Jul-22)

Product Description - RA001WI-Responsiv Cloud Connectivity Platform PD

# Responsiv Product Description

	<p>Platform capacity is limited by resources assigned to provide a consistent throughput depending on the complexity of your connections. Purchase additional capacity to increase throughput and reduce latency as needed.</p> <ul style="list-style-type: none"> <li>- Test Environment</li> </ul> <p>As for Development.</p> <ul style="list-style-type: none"> <li>- Connectivity</li> </ul> <p>You may connect VPN tunnels to this environment as well as using TLS and encrypted MQ channels. The platform is designed to connect to your private networks over the Internet or dedicated network connections.</p> <p>This product requires Responsiv Cloud Onboarding, which is a one-off additional charge for configuration, security and VPN configuration support.</p>
Optional Services	<p>Additional Environments</p> <ul style="list-style-type: none"> <li>- Additional test, production, and development environments can be purchased and attached to this platform. Each additional environment is separate and configured in the same manner as noted above for the environment type</li> </ul> <p>Additional Capacity</p> <ul style="list-style-type: none"> <li>- Platform capacity is limited by resources assigned to provide a consistent throughput depending on the complexity of your connections. You may purchase additional capacity to increase throughput and reduce latency as needed. Additional compute, resilience, and disk capacity can be purchased on request.</li> </ul> <p>Dedicated Network Links</p> <ul style="list-style-type: none"> <li>- Responsiv Cloud offers MPLS packages to allow you to connect to the cloud without passing data across the public internet, and giving you increased capacity and security. Prices available on request.</li> </ul> <p>Backups for your use</p> <ul style="list-style-type: none"> <li>- Responsiv will take steps to assure that we can recover the platform and data held in transactions and message queues in the event of a failure of platform hardware or software components. This does not extend to your own application software and data, or configurations that may be stored on the platform. You cannot request access to any backup that we may create for this purpose.</li> <li>- If you require backups to be taken to your schedule, and retained to your requirements, then you will need to purchase the Responsiv Cloud Backup Service and have it appropriately configured. Please note that this can also be used to backup your other clouds and in-house data.</li> </ul>
Acceleration Services	None
Entitlement Type	Term Subscription based on duration and capacity (UAAS-Instance-Years)
Data Processing and Protection	<p>The Responsiv Data Processing Addendum, Responsiv Data Security and Privacy Principles at <a href="https://responsiv.co.uk/legal/">https://responsiv.co.uk/legal/</a> and the Data Processing Specific Sections (below), together referred to as DPA, provide additional data protection information for the Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation</p>

# Responsiv Product Description

	(EU/2016/679) (GDPR); or ii) other data protection laws as identified from time to time apply.								
Cloud Hosting Service Levels	<p>Responsiv Cloud Platform Support Product Description at <a href="https://responsiv.co.uk/responsiv-cloud-platform-support/">https://responsiv.co.uk/responsiv-cloud-platform-support/</a> defines support available for the platform including support hours of availability, response times, severity level, Service Down definition, the claim process and other support information. Responsiv provides the Customer with the following availability service level agreement (SLA). Responsiv will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below.</p> <table border="1"> <thead> <tr> <th>Availability</th> <th>Credit (% of monthly subscription fee*)</th> </tr> </thead> <tbody> <tr> <td>Less than 99.9%</td> <td>2%</td> </tr> <tr> <td>Less than 99.0%</td> <td>5%</td> </tr> <tr> <td>Less than 95.0%</td> <td>10%</td> </tr> </tbody> </table> <p>* The subscription fee is the contracted price for the month that is subject to the claim.</p> <p>Technical Support</p> <p>Technical support for the Cloud Service can be accessed at <a href="https://responsiv.co.uk/support/">https://responsiv.co.uk/support/</a></p>	Availability	Credit (% of monthly subscription fee*)	Less than 99.9%	2%	Less than 99.0%	5%	Less than 95.0%	10%
Availability	Credit (% of monthly subscription fee*)								
Less than 99.9%	2%								
Less than 99.0%	5%								
Less than 95.0%	10%								
Charge Metrics	<p>The charge metric(s) for the Cloud Service are specified in the Transaction Document. The following charge metrics apply to this Cloud Service:</p> <ul style="list-style-type: none"> <li>• Authorized User is a unique user authorized to access to the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.</li> <li>• Concurrent User is the number of users simultaneously accessing the Cloud Service in any manner directly or indirectly (for example, through a multiplexing program, device, or application server) at any particular point in time. A person who is simultaneously accessing the Cloud Service multiple times counts only as a single Concurrent User</li> <li>• Terabyte is 2 to the 40th power bytes processed by, used, stored, or configured in the Cloud Service.</li> <li>• Gigabyte is 2 to the 30th power bytes of data processed by, analysed, used, stored, or configured in the Cloud Services.</li> <li>• Connection is a link or association of a database, application, server, or any other type of device which have been or are made available to the Cloud Service.</li> <li>• Instance Activation is a count of every instantiation of an asset (e.g. process instance, API call, integration call, rule)</li> <li>• Instance is each access to specific configuration of the Cloud Services.</li> <li>• Gigabyte Transmitted Outbound is each GB (2 to the 30th power bytes) of data transmitted from the Cloud Services.</li> <li>• Virtual Processor Core is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.</li> </ul>								
Additional Terms	Charges, Taxes and Payment								

# Responsiv Product Description

	<p>1) If Responsiv has committed to pricing as specified in a TD, Responsiv will not change such pricing during the specified term. If there is not a specified commitment, then Responsiv may change pricing on thirty days' notice.</p> <p>2) Responsiv will invoice: (i) recurring charges at the beginning of the billing frequency term; (ii) overage and usage charges in arrears; and one-time charges upon Responsiv's acceptance of an order.</p> <p>Term and Termination of a Cloud Service</p> <p>1) The term begins on the date Responsiv notifies Customer that They can access the Cloud Services. The ordering TD will specify whether the Cloud Services renew automatically, proceed on a continuous use basis, or terminate at the end of the term. For automatic renewal, unless Customer provides written notice of non-renewal to Responsiv or the Responsiv Business Partner involved in the Cloud Services at least 30 days prior to the term expiration date, the Cloud Service will automatically renew for the specified term. For continuous use, the Cloud Services will continue to be available on a month-to-month basis until Customer provides 30 days written termination notice to Responsiv or the Responsiv Business Partner involved in the Cloud Service. The Cloud Services will remain available until the end of the calendar month after such 30-day period.</p>
<p>Enabling Software – Definition</p>	<p>Enabling Software is software made available from the Responsiv Asset Distribution Gateway (ADG) <a href="https://responsiv.co.uk/downloads/">https://responsiv.co.uk/downloads/</a> that Customer downloads to Customer systems to facilitate use of a Cloud Service and will be identified in a TD. Enabling Software is not part of the Cloud Service and Customer may use Enabling Software only in connection with use of the Cloud Service in accordance with any licensing terms specified in a TD. The licensing terms will specify applicable warranties, if any. Otherwise, Enabling Software is provided as-is, without warranties of any kind.</p>
<p>Enabling Software</p>	<ul style="list-style-type: none"> <li>- IBM App Connect Professional</li> <li>- IBM Data Studio</li> <li>- IBM App Connect Enterprise Toolkit</li> </ul>
<p>Miscellaneous</p>	<p>Scheduled Service Updates – Maintenance and feature updates to the Cloud Service occur every 30 to 90 days. Responsiv will provide two weeks notification to Account Administrators prior to scheduled service updates. For major updates that involve a Responsiv Unity Process Module version upgrade, Responsiv will coordinate with Customers to upgrade the development environment to enable Customers to test the new version before the process runtime environment is upgraded. Customers are responsible for testing any process application at the new version within the development environment and providing feedback to Responsiv within 30 days on any issues.</p> <p>Links to Third Party Websites - Responsiv may offer third party Cloud Services, or a Responsiv Cloud Service may enable access to third party Cloud Services (non-Responsiv services). A TD will identify any applicable third party terms that govern Customer's use of non-Responsiv services. Use of non-Responsiv services constitutes Customer's agreement with the third party terms. Responsiv is not a party to any third party agreements and is not responsible for non-Responsiv Cloud Services.</p>

# Responsiv Product Description

<p>Separately Licensed Code – Terms of Use</p>	<p>Responsiv may from time-to-time release “Extenders” for this product. Each extender will add a new feature or function and is licenced separately from this product. In such cases the capacity of entitlement for the separately licenced code must be calculated using the same metric as this product and must be sufficient to match the capacity of this product.</p> <p>For example, if this Program were licensed on a core basis and the original purchase was a 4-core entitlement then the Customer would be required to obtain 4-core entitlements to the separately licenced code, “Extender” if they wished to benefit from this code.</p>
<p>Product Release Schedule</p>	<p>Responsiv Solutions does not commit to future development or support beyond our contractual obligations.</p> <p>Responsiv Unity software is our strategic platform and as such it is continually developed and maintained. Our release schedule for planning purposes is:</p> <p><b>Major Releases</b></p> <p>We expect to release a new major version of the product annually. This will roll-up any patches released since the last major release.</p> <p><b>Patches</b></p> <p>Patches are released as they are identified and developed. Patches are required to be applied in order. Patches are not intended to add to the features or capabilities of the platform/product. Patches are categorised into:</p> <ul style="list-style-type: none"> <li>• Security – Patch specifically or including for a security flaw or weakness.</li> <li>• Critical – Patch that will be requested by support to be applied before attempting to resolve a problem.</li> <li>• Optional – Nice to have fixes.</li> </ul> <p><b>Extenders</b></p> <p>Extenders are released as they become available. They extend the function or capability of an existing Responsiv Unity module and are optional. Extenders may be rolled into future releases at our sole discretion.</p> <p><b>Toolkits</b></p> <p>Toolkits are provided to help you write code for Responsiv Unity Modules that can take better advantage of the platform. They are “developer time” assets and provided as-is. Not all Responsiv Unity products have toolkits.</p>

Data Processing Specific to this Product	
<p>Categories of Data Subjects</p>	<p>Data Subjects of any Customer Personal Data that generally can be processed in this Cloud Service may include Customer's and its affiliates' employees, contractors, business partners, or customers, and to the extent required by law any other legal entities whose personal data is processed by the Cloud Service.</p> <p>Responsiv Solutions will process Personal Data of all Data Subjects listed above in accordance with the Agreement. Given the nature of the</p>

# Responsiv Product Description

	<p>Services, Customer acknowledges that Responsiv Solutions is not able to verify or maintain the above list of Categories of Data Subjects. Therefore, if the Customer does not use this Cloud Service with all the Data Subjects as set out above, then Customer is responsible for providing complete, accurate, and up-to-date information to Responsiv Solutions on the actual Data Subjects from within the above list that Customer will process in this Cloud Service via Additional Instructions to Responsiv Solutions.</p>
<p>Personal Data</p>	<p>The lists as set out below are the Types of Personal Data and Special Categories of Personal Data that generally can be processed within this Cloud Service. Responsiv Solutions will process all Types of Personal Data and Special Categories of Personal Data listed below in accordance with the Agreement. Given the nature of the Services, Customer acknowledges that Responsiv Solutions is not able to verify or maintain the below lists of Types of Personal Data and Special Categories of Personal Data. Therefore, if the Customer does not use this Cloud Service for all the Types of Personal Data and Special Categories of Personal Data as set out below, then the Customer is responsible for providing complete, accurate, and up-to-date information to Responsiv Solutions on the actual Types of Personal Data and Special Categories of Personal Data from within the below list that Customer will process in this Cloud Service via Additional Instructions to Responsiv Solutions.</p>
<p>Types of Personal Data</p>	<ul style="list-style-type: none"> <li>- Basic Personal Information (such as name, address, phone number, email, etc.)</li> <li>- Technically Identifiable Personal Information (such as device IDs, usage based identifiers, static IP address, etc. - when linked to an individual)</li> <li>- Employment Related Identifiable Information (any HR data such as job history, performance review information, etc.)</li> <li>- Personality Related Identifiable Information (such as personality insights or sentiment analysis)</li> <li>- Financial Information (e.g., PCI DSS, FFIEC, etc. - such as credit card, bank account, financial holdings, salary information, etc.)</li> <li>- Healthcare Information (data related to physical or mental health of an individual, or which otherwise reveals information about his or her health status. such as patient record, health insurance information, diagnostic and treatment information)</li> <li>- Personal Location Information (such as geolocation data)</li> <li>- Behavioural biometrics processed to identify patterns, not individuals</li> </ul> <p>Customer should not include personal data in text fields that are not intended for or do not request personal data.</p>
<p>Special Categories of Personal Data</p>	<ul style="list-style-type: none"> <li>- Personal Data revealing racial or ethnic origin</li> <li>- Personal Data revealing political opinions</li> <li>- Personal Data revealing religious or philosophical beliefs</li> <li>- Personal Data revealing trade union membership</li> <li>- Genetic data</li> <li>- Biometric data</li> <li>- Health data.</li> <li>- Data concerning a person's sex life or sexual orientation</li> <li>- Personal Data relating to criminal convictions and offenses</li> </ul>
<p>Processing Activities</p>	<p>The processing activities with regard to Customer Content (including Customer Personal Data) within this Cloud Service include:</p> <ul style="list-style-type: none"> <li>- Receipt of Content from Data Subjects and/or third parties</li> <li>- Computer processing of Content, including data transmission, data</li> </ul>

# Responsiv Product Description

	<p>retrieval, data access, and network access to allow data transfer if required</p> <ul style="list-style-type: none"> <li>- Technical customer support involving Content at Customer request, including monitoring, problem determination, and problem resolution</li> <li>- Transformation and transition of Content as necessary to deliver the Cloud Service</li> <li>- Storage and associated deletion of Content</li> </ul>
Duration of Processing	<p>Content (including Customer Personal Data) that is stored or persisted within this Cloud Service will become unavailable within 30 days after termination or expiration of the Cloud Service. Some Content (including Customer Personal Data) may remain in the Cloud Service backups until the expiration of such backups no more than 360 days after data is made unavailable from the online service.</p>
Technical and Organisational Measures	<p>The Technical and Organisation Measures (TOMs) apply to all Content processed by Responsiv Solutions within this Cloud Service (including Customer Personal Data)</p> <p>Responsiv Solutions' foundational Technical and Organisational Measures for data protection within its Cloud Services are as described in Responsiv Solutions' Data Security and Privacy Principles for Responsiv Solutions Cloud Services (<a href="https://responsiv.co.uk/legal/">https://responsiv.co.uk/legal/</a>) or as otherwise described below or within this Cloud Service Description</p>
Encryption	<p>By default for connections established and managed by the Service Customer Content is encrypted when transmitted by the Service on any public networks.</p> <p>Customer Content is encrypted when written to disc by the Service.</p>
Business Continuity	<p>Customer is responsible for their own data backup, and associated recovery of Customer Content, in the event of disaster situation.</p>
Deletion and Return of Content	<p>If requested prior to termination or expiration of the Service, Responsiv Solutions will return a copy of Customer Content that is accessible to Responsiv Solutions within a reasonable period and in a reasonable format.</p> <p>Customer may also request removal of Content (including Customer Personal Data) at any time prior to termination or expiration of the Cloud Service.</p>
Hosting and Processing Locations	<p>The default location for hosting and processing will be the United Kingdom. However, due to the nature of our agreements with our 3rd party cloud providers, Responsiv Solutions is able to offer alternative locations worldwide. A request for an alternative location must be made before initiation of the service for clients who need to host and/or process data outside the United Kingdom</p>
Third Party Sub-Processors	<p>This Cloud Service may involve the following third-party Sub-processors in the Processing of Content, including Customer Personal Data:</p> <ul style="list-style-type: none"> <li>- IBM Cloud</li> <li>- Microsoft Azure</li> <li>- Amazon AWS</li> <li>- Google Cloud</li> <li>- 4D Data Centres Ltd</li> </ul> <p>Any changes to Sub-processors will be communicated via update of this document. Additional details on each 3rd party sub-processor are available upon request.</p>

# Responsiv Product Description

Privacy Contact and Customer Notifications	The general privacy contact for Responsiv Cloud Services is <a href="mailto:privacy@responsiv.co.uk">privacy@responsiv.co.uk</a>
Data Privacy Officer and Other Controllers	Customer is responsible for providing complete, accurate and up-to-date information about its data privacy officer and any other Controllers (including their data privacy officer). Please see the Privacy Contact and Customer communications section for contact information.