

Infosoft Services | Terms of Use

Last updated 5th October 2020

Welcome to Infosoft! We're excited to have you chosen to use our products but before you start using our services, we do need you to look through and accept the terms and conditions. We've done our best to explain it clearly so it is clear what we expect from you and what you can expect from us. These are your legal rights and obligations, so please do read everything. If you can't agree to our terms, then you can't use our services. If you still have questions or comments after you've read these terms, please contact us to get in touch. We'd love to help.

You and Infosoft: When we say "you" or "your", we mean both you and any entity or the organisation you're authorised to represent. When we say "Infosoft" or "us", "we", "our" or "FundraiserOne", we're talking about the Infosoft entity.

Our services: Our services consist of all the services we provide now or in the future, including our online fundraising products and alumni products.

Creating a subscription: When you create a subscription to use our services and accept these terms, you become a subscriber. If you're the subscriber, you're the one responsible for paying for your subscription.

People invited to use our service: An invited user is a person other than the subscriber who has been invited to use our services through a subscription. If you're an invited user, you must also accept these terms to use our services. Typically, an organisation with staff may invite and set up staff to use the subscription, it's the subscriber's role to manage these invited users.

As a subscriber: Infosoft will provide support to all the subscribers and users with a subscription. The subscriber "you" takes full responsibility in controlling how your subscription is managed and who can access it. It's quite a big deal! For example:

- You control access to a subscription. You decide who's invited to use our services you've subscribed to and what kind of access the invited user has. You can change or stop that access at any time.
- You're responsible for resolving any disputes with any invited users over access to your subscription.
- You're responsible for all your invited users' activity.

When we introduce new or revised services: We are always thinking about how to make our products and services the best they can be and times we may introduce new products and services. For new or updated services or products, there might be additional terms. We'll let you know what those terms are before you start using those services.

Use of data: When you enter or upload your data into our services, we don't own that data but you grant us a licence to, store and back up all data you submit to us through our services. Your data remains confidential at all times it is never used or sold, it is strictly stored so only you the subscriber and invited users that you control can access it. In some cases, we may require to view data when we are supporting you and you give us permission to allow us access and view in these certain conditions. Credit Card information is never stored on our services they are stored with the authorised bank or gateway offering those services.

Your responsibilities: You promise that you'll keep your information including your current email address up to date. You will use our services responsibly and you will not upload malicious viruses or create other threats to our services.

Ownership: We own everything we've put into our services unless otherwise stated excluding content which is uploaded/stored by the subscriber. This includes rights in the design, compilation, and look and feel of our services. It also includes rights in all copyrighted works, trademarks, designs, inventions, and other intellectual property. You agree not to copy, distribute, modify or make derivative works of any of our content or use any of our intellectual property rights in any way not expressly permitted by us.

Security: We've invested in technical and physical safeguards to do our part to help keep your data safe and secure. While we've taken steps to help protect your data, no method of electronic storage is completely secure and we cannot guarantee absolute security. We will notify you if there appears to be unauthorised access to your account and we may also restrict access to certain user accounts of our services until you verify that access was by an authorised user.

Account security features: Our services utilise two factor authentication and you might want to utilise this feature depending on certain circumstances. we may require you to adopt some of these features as these are optional security features. We strongly encourage you to use all optional security features.

Playing your part to secure your data: You have an important part to play by keeping your login details secure, not letting any other person use them, and by making sure you have strong security on your own systems. If you realise there's been any unauthorised use of your password or any breach of security to your account or email address linked to your account, you need to let us know immediately. You also agree not to use free-form fields in any of our systems or services to store personal data, (unless it's a field explicitly asking for personal data - like a first name or last name) credit card details, tax identifiers or bank account details.

Availability: We strive to maintain the availability of our services, and provide support. On occasion, we need to perform maintenance on our services, and this may require a period of downtime. We try to minimise any such downtime. Where planned maintenance is being undertaken, we'll attempt to notify you in advance but can't guarantee it.

Access issues: We try to keep the highest up times possible but occasionally you might not be able to access our services and your data. This might happen for any number of reasons, at any time sometime could be caused by your internet connection which is out of our control.

Backups: We take care of all backups is to reassure you your data is safe, we have very detailed parameters on how and when backups are done so data is always safe.

No compensation: Whatever the cause of any downtime, access issues or data loss, your only recourse is to discontinue using our services.

Support: Every subscription can access our support team and they are there to assist with any questions relating to our products and services. Although most questions are handled instantly we do allow up 24-hours for a response which is standard across our other services. More details about our support can be found in our service level agreement document found here [SLA](#).

While we can't cover everything here, we do want to highlight a few more examples of things you mustn't ever do:

- Undermine the security or integrity of our computing systems or networks.
- Use our services in any way that might impair functionality or interfere with other people's use.
- Access any system without permission.
- Introduce or upload anything to our services that includes viruses or other malicious code.
- Share anything that may be offensive, violates any law, or infringes on the rights of others.
- Modify, copy, adapt, reproduce, disassemble, decompile, reverse engineer or extract the source code of any part of our services.
- Resell, lease or provide our services in any way not expressly permitted through our services.
- Repackage, resell, or sublicense any leads or data accessed through our services.
- Commit fraud or other illegal acts through our services.
- Act in a manner that is abusive or disrespectful to a Infsoft employee, partner, or other Infsoft customer. We will not tolerate any abuse or bullying of our employees in any situation and that includes interaction with our support teams.