certinia

The platform for services business.

Notices and License Information

certinia

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1. Services Covered

This documentation is applicable to the services branded as Financial Management, Professional Services Automation, and Human Capital Management (the "Covered Services").

2. Purpose of this Documentation

This documentation describes features, restrictions and notices associated with any:

- information sourced from third parties and provided to users via the Covered Services;

- Covered Services functionality that allows users to interact with third-party products, services or platforms; and

- desktop and mobile device software applications provided in connection with the Covered Services.

See your Order Form(s) for additional terms that may apply to your use of the Covered Services.

3. Customer Data

This documentation does not modify Certinia's obligations with respect to any data submitted by customers to the Covered Services ("Customer Data").

4. Conga Products

Certinia is an authorized reseller of the Conga Composer, Conductor, Workflow, Contracts, Sign, and Grid applications, which are provided by AppExtremes, LLC. Conga Composer and Sign processes data outside the Salesforce platform. Conga Composer extracts data from the customer's Salesforce org, processes the data and Conga Composer templates in memory on Amazon Web Service (AWS) servers, and returns the merged data to Conga Composer in the customer's Salesforce org. Conga Composer does not store the processed data on the AWS server. Conga Sign is a composite application on the Salesforce platform, with processing managed on AWS. All Conga Sign transaction documents are encrypted while in transit and stored encrypted at rest. Transaction documents and data are also stored encrypted on AWS for processing.

5. Integration Hub Connectors

Integration Hub Connectors are provided by Cloud Elements Inc., for which Certinia is an authorized reseller. Integration Hub Connectors run on AWS, and Customer Data shared with Third-Party Applications (defined below) via Integration Hub Connectors may be processed and stored on AWS and in such Third-Party Applications.

6. Third-Party Applications

The Covered Services allow users to interact with third-party products, services and platforms, including non-Certinia applications, websites, products, services and platforms operated by or on behalf of a customer of the Covered Services (collectively "Third-Party Applications"). (The Salesforce Force.com platform, Conga applications, and Integration Hub connectors are not considered "Third-Party Applications" under this section to the extent they are resold by Certinia with the Covered Services.)

- Customers must enable the Covered Services as may be required to access their Third Party-Platform accounts.

- The Covered Services may access, collect, process, and/or store information or content from Third-Party Application accounts (including information otherwise classified as Customer Data under a customer's agreement with Certinia).

- Customers are solely responsible for any content their users provide to any Third-Party Application.

- Customers are solely responsible for any information accessed by their users or any third party from any Third-Party Application.

- Customers are solely responsible for their users' interactions or communications with third parties through any Third-Party Applications.

- Customers are solely responsible for any transactions relating to a separate agreement or arrangement between customers or their users and any Third-Party Application provider or website and otherwise complying with such agreements.

- Customers are solely responsible for ensuring they have the necessary rights from any Third-Party Application provider to enable the integration between Covered Services and the Third-Party Application.

7. Google Maps

Customers using any Google Maps feature or integration as part of the Covered Services use such feature, integration and related content subject to all of the following terms, which Certinia is obligated to pass through to its customers.

- Customers are not allowed and will not allow any third party to:

    - Use Google Maps for any uses such as the operation of emergency services, nuclear facilities, air traffic control or life support systems, where the use of failure of Google Maps could lead to death, personal injury, or environmental damage.

    - Use Google Maps to create a service whose stand-alone functionality is substantially similar to Google Maps.

    - Extract any content from Google Maps to be used outside of Google Maps.

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    - Use Google Maps directly or indirectly in connection with nuclear activities, biological or chemical weapons, missile technology, or end users prohibited by any export and re-export control laws.

- Customers' use of Google Maps must comply with the Google Maps Legal Notices, Google Maps Terms, and Google's Acceptable Use Policy.

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- Customers may not use any Google Maps feature or integration in any country where Google is restricted by applicable law or regulatory agency from providing Google Maps. Please refer to Google's "Prohibited Territory" list for a list of restricted countries.

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