

Updated Terms and Conditions: FAQ**Summary:**

On November 2, 2020, we are replacing our existing customer-facing Terms and Conditions (**T&Cs**). This document sets out key questions and answers relating to the new T&Cs.

The existing T&Cs did not allow customers to purchase multiple products under a single agreement. The new T&Cs will govern our customers' use of iAuditor and Sensors, and are broad enough to cover new products we may provide in the future.

If you have questions or require additional information, please contact our customer support team at support@safetyculture.io.

Thank you for continuing to be part of the SafetyCulture family!

Frequently Asked Questions:**1. *What has changed since the last version of the T&Cs?***

We have considered recurring feedback from our customers to develop the new T&Cs. The main substantive change is that the structure has changed to a master supply agreement so there is one set of T&Cs for iAuditor, sensors and any new products we plan to offer.

We have also updated the format and style of the T&Cs to "look and feel" like a modern SaaS company agreement.

2. *Are there any material substantive changes to the existing T&Cs?*

No. We have not made any material substantive changes to our existing T&Cs, and have only changed the format for how SafetyCulture customers purchase our products and services.

3. *When are the new T&Cs effective?*

The new T&Cs are effective on November 2, 2020 and will apply to new customers upon their first purchase with SafetyCulture.

The new T&Cs will apply to existing customers upon renewal or expansion of their subscription, regardless of whether they are monthly or annual customers.

4. *Do the new T&Cs apply to existing customers that have negotiated custom agreements?*

No. The new T&Cs will not replace pre-existing written enterprise agreements signed by both the customer and SafetyCulture.

5. *How are the new T&Cs structured?*

The T&Cs operate as a Master Supply Agreement which means we have one set of T&Cs structured as follows:

Part A - General Terms. These terms apply to all products and services provided by SafetyCulture and includes the Order Form that governs your purchase.

Part B - Product Modules: (A) covers iAuditor specific terms; and (B) Sensor specific terms (this covers platform and hardware).