



Service policy & Agreement

“These (TOS)“Terms of services” are intended to provide our customers with clear understanding of what is allowed while using any services by BTRACK cloud. Use of any services by server & cloud constitutes to agreement and obligation to comply with all policies in this TOS or must otherwise and cancel their services with server & cloud”.

Billing

Standard billing cycle is one month and billing period is quarterly. Server & cloud operated on a prepaid bases. Invoices will be sent 15 days prior to the end of the billing cycle. Invoices have to be paid by the due date. Unpaid orders will be suspended once the account becomes 1 day overdue and 10 days overdue orders are permanently terminated.

Refund

Server & cloud does not provide refunds. All sales are final, we do not refund any part of our billing fees for any unused time.

Termination services

If you want to terminate our services. You must give “ **45 days of notice**” in writing or electronically. The notice period is the same for all the clients. The bill may include a disconnect notice. The notice requirements are:

- Specific reason for left service/If no specific conditions have been agreed, a notice period of 45 days shall be observed.
- Copy of last payment Invoice/date and amount
- A legal mail/hard copy with authorized signatory
- If customer wants to terminate the services with us then he has to inform us & send mail before 45 days for the same. Client will receive confirmation mail within **10 days** after receiving the termination mail.

Privacy Policy

The personal data collected are used to provide the user with services or to sell goods. We protect you against malware, viruses and other digital threats. One of the things that matters most to us is protecting your personal data. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. We implement a variety of security measures when a user enters, submits, or accesses their information to maintain the safety of your personal information. All transactions are processed through a gateway provider and are not stored or processed on our servers. Personal data is collected also for Analytics, contacting the user, content, features testing, external platform, , Interaction with support location, managing contact and sending message.

Fair Usage policy

Btrack cloud services cannot allow the actions of users to negatively the system performance for the majority. some types of activities are obviously violations such as:

>>The customer shall not introduce viruses and other types of malicious programs in the cloud network or the general internet infrastructure.

>>The customer shall take all reasonable precautions to ensure that unauthorized third parties cannot enter its system.

>> Not using our services for file sharing and storing large amount of data.

Customer may not use or encourage, promote, instruct for any illegal harmful offensive use, store, transmit content include- **Illegal activities, Offensive content, unauthorized access, avoiding system restrictions, Use limit GB space, International Interference.**



Service Policy (SLA)

>> The server will be available with uptime of 99.95%

>>The resolution of the server would take upto 4 hours in India \$ maximum upto 8 hours if the server is outside Indian Territory for all hardware & operating Systems failures.

Support SLA

>>Available over phone between 9am to 6 pm on all business working days with resolution time of 2 hours for software related issues.

