

AP-it
Responsibilities to Customers Purchasing the Livedrive Storage Service

AP-it is an authorised and appointed reseller of Livedrive Internet Limited("Livedrive") services (the " Services ").

The following are the key responsibilities of AP-it to Customers (the "Customers") who have purchased the Services from AP-it:

1. Customers will not have direct contact with Livedrive and any issues arising regarding the Services should be directed to AP-it. Livedrive has confirmed that it will not in normal circumstances attempt to contact Customers directly and makes no representation to them.
2. Provide an appropriate level of support by telephone or email.
3. Provide support and assistance for any technical issues arising and interact with Livedrive if required to resolve these.
4. Actively manage customers accounts with the dashboard provided by Livedrive.
5. Ensure that customers are aware of the requirement to comply with the Livedrive Terms of Use. In particular special attention must be given to the Acceptable Use Clause in the Livedrive Terms of Use (www2.livedrive.com/terms-of-use). This clause specifically prohibits a range of actions being taken or attempting to be taken by Customers using the Services.

It is important that Customers are aware and understand that they are contractually bound to adhere to these Livedrive Terms of Use.

6. Ensure that customers do not resell the Services on to other parties which would be a breach of the Livedrive Terms of Use and of the Reseller Terms of Use which AP-it has to adhere to.
7. Ensure that, in the event of a restoration of Customer files by Livedrive being necessary that any quoted additional costs and expenses given by Livedrive are accepted by the Customer before the restoration is effected with these then invoiced to the Customer by AP-it on normal payment terms.
8. For the avoidance of doubt AP-it is not responsible for the content, completeness or accuracy of Customer files stored on Livedrive nor is it responsible for whether or not files are stored on Livedrive. All these aspects of the Services are solely the responsibility of the Customer.

This document is effective from 25 April 2018 as advised to AP-it by Livedrive regarding the new Livedrive Terms of Use being effective from the same date.

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The following clauses are specific to AP-it and not Livedrive :

9. To process (use), retain and maintain the personal data of clients who have purchased the Livedrive Storage Service from AP-it only as allowed for under GDPR (General Data Protection Regulation to be introduced in the UK on 25 May 2018) and as detailed in the AP-it Privacy Policy (available on request or from the website www.ap-it.co.uk).

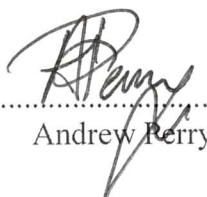
10. Client personal data will be protected and maintained securely by AP-it with limited authorised access and only retained and processed (used) for the purpose intended when originally obtained /collected.

If a client ceases to be a client of AP-it **or** terminates the agreement with AP-it for the Livedrive Service **or** no longer wishes AP-it to retain their personal data the client personal data will be deleted either by AP-it in the first two instances or deleted by AP-it on receipt of a request from the client in the latter instance.

11. Clients have certain rights regarding their personal data under GDPR, these are briefly outlined in the AP-it Privacy Policy with full details available directly using the ICO link detailed in the policy.

12. The agreement for provision of the Livedrive Storage Service by AP-it to an individual Customer can be terminated by either party on 30 days notice given by email or in writing to the other party.

Signed for and on behalf of AP-it by :

 on 25/04/18
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Andrew Perry

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