Terms and Conditions for operating Vacancy Lab on a cloud server or over the internet.

Introduction

This document explains to all parties involved understand and take the responsibility's they have when setting up and using the Vacancy Lab Software on an online server or local office server. Example scenarios include hosting Vacancy Lab on an Amazon server, or making it available from your private network over the internet.

Terminology

Vacancy Lab: The software and database provided by Jarrett & Lam and its constituent parts.

Client: The customer who purchases the licence to operate the Vacancy Lab software.

IT Supplier: A third party commissioned by the client to provide or assist with operation and management of the Client's infrastructure.

Infrastructure: The Network equipment, Internet Connection, Computer hardware, and Operating systems which Vacancy Lab will operate on. These will be provided by the client or through separate negotiation with Jarrett & Lam.

Backups: Copies of the Vacancy Lab data taken by the client and preferably stored separately to the main infrastructure to ensure data security, provide disaster recovery and enable the system to be reverted to a previous point in time

Responsibilities

1. During the setup of the Vacancy Lab Software on the Clients infrastructure Jarrett & Lam will be expected to set up the correct binding for the site to be used locally in an office environment and advise the Client on correct back up procedures. In the event the client wants Vacancy Lab to be available over the web (in the Cloud), Jarrett & Lam will give additional advise to the client on the best practices. This will include sub domains, password strength, and SSL certificate encryption.

2. The Client will take full responsibility to make sure passwords are suitably strong and kept private. The Client will make sure the domain is covered by an SSL certificate. Jarrett & Lam can help with the setup of a self-signed certificate or the purchase of a full certificate from a certified certificate authority (CA).

3. Jarrett & Lam will advise on correct backup procedures. The client will take responsibility for the operation of a backup system and verification of the integrity of the backup data. It is always recommended to keep an offsite backup of the Vacancy Lab data. This can be done for example on an external hard drive or with an online solution.

4. When setting up the Vacancy Lab software on an online (cloud) server such as an Amazon EWS server it is recommended that the Client has an IT Supplier in place to manage the server and assist with any infrastructure issues. Jarrett & Lam can provide these services but they are not included in the Vacancy Lab Licence price. The Client will take full responsibility for the server and any payments required for the server.

5. Jarrett & Lam take responsibility to ensure the Vacancy Lab software is up to date and in working order. This includes the interface and database but will not include any problems caused by the Cient's Network, Hardware or Operating systems..

Key Points

Jarrett & Lam Responsibilities

1. To ensure the software is installed correctly.

2. To ensure the software is configured correctly.

3. To configure SSL encryption to Vacancy Lab when accessed over public networks.

4. To provide security patches in a timely manner should any security issues be identified.

5. To resolve any software bugs where possible.

6. To advise the client about any issues with the client's infrastructure.

The Client's Responsibilities

1. To maintain appropriate contracts with chosen infrastructure supplier (for example Amazon or an IT Supplier).

2. To ensure backup routines are to your satisfaction.

3. To ensure the server and operating system is suitable for the data storage and usage level.

4. To ensure user accounts are managed actively and complex passwords are used.

5. To adhere to responsibilities under the Data Protection Act.