

C4 SOFTWARE TERMS OF SERVICE

General

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- access, tamper with, or use non-public areas of the Company or the Company's servers or servers under the Company's control or possession;
- interfere with or disrupt any user, host, or network, for example by sending a virus, overloading, flooding, spamming, or mail-bombing any part of C4 Software;
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- send unlawful communications, promotions or advertisements, or spam;
- send altered, deceptive or false source-identifying information, including "spoofing" or "phishing";
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- impersonate or misrepresent Your affiliation with any person or entity;
- publish or share materials that are unlawfully pornographic or indecent, or that advocate bigotry, religious, racial or ethnic hatred; or
- violate the law in any way, or to violate the privacy of others, or to defame others.

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The Company will respond expeditiously to claims of copyright infringement committed using C4 Software if such claims are reported to our Designated Copyright Agent identified in the sample notice below.

If You are a copyright owner, authorized to act on behalf of one, or authorized to act under any exclusive right under copyright, please report alleged copyright infringements taking place on or through C4 Software by completing the following DMCA Notice of Alleged Infringement and delivering it to our Designated Copyright Agent. Upon receipt of a Notice containing the information described below, the Company will take whatever action, in its sole discretion, it deems appropriate, including removal of the challenged content from C4 Software.

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Identify the copyrighted work that You claim has been infringed, or if multiple copyrighted works are covered by this Notice, You may provide a representative list of the copyrighted works that you claim have been infringed.

Identify the material or link you claim is infringing (or the subject of infringing activity) and to which access is to be disabled, including at a minimum, if applicable, the URL of the link shown in C4 Software or the exact location where such material may be found.

Provide your company affiliation (if applicable), mailing address, telephone number, and, if available, email address.

Include both of the following statements in the body of the Notice: "I hereby state that I have a good faith belief that the disputed use of the copyrighted material is not authorized by the copyright owner, its agent, or the law (e.g., as a fair use)." "I hereby state that the information in this Notice is accurate and, under penalty of perjury, that I am the owner, or authorized to act on behalf of, the owner, of the copyright or of an exclusive right under the copyright that is allegedly infringed."

Provide your full legal name and your electronic or physical signature.

Deliver this Notice, with all items completed, to our Designated Copyright Agent:

Copyright Agent

Concepts4

1988 Central Ave.

Albany, NY 12205

info@teamcleaning.com

Security Overview

The Company provides this overview so that You can better understand the security measures the Company has put in place to protect the Content that You create and store using C4 Software.

Secure Transport

Content that You create is encrypted in transport (i.e. SSL cert over HTTPS)..

The Company hosts C4 Software on redundant servers, all of which are professionally managed with 24/7 security staff to keep the data centers physically secure.

Your Data is Backed Up

The Company keeps redundant backups of all the Content hosted on C4 Software at multiple locations to minimize the possibility of data loss.

Privacy

A copy of the Company's full privacy policy can be found at:

<http://www.Teamcleaning.com/about>

The Company guards Your privacy to the best of its ability and works hard to protect Your content and other information from unauthorized access.

The Company's employees cannot view or access the Content you store using C4 Software, and are only permitted to view file metadata (e.g., file names and locations). Like most online services, the Company has a small number of employees who must be able to access User data for the reasons stated in our privacy policy (e.g., when legally required to do so). But that's the rare exception, not the rule. The Company has strict policy and technical access controls that prohibit employee access except in these rare circumstances. In addition, the Company employs a number of physical and electronic security measures to protect user information from unauthorized access.

Compliance with Laws and Law-Enforcement

As set forth in the Company's privacy policy, and in compliance with United States law, the Company will cooperate with United States law enforcement when it receives valid legal process, which may require it to provide the contents of Your private files hosted on C4 Software. In these cases, the Company will remove encryption from the files before providing them to law enforcement.

Where do You report security concerns?

The Company takes a number of measures to ensure that the data You create and store on C4 Software is safe and secure. While the Company is very confident in its technology, the Company recognizes that no system can guarantee data security with 100% certainty. For that reason, the Company will continue to innovate to make sure that its security measures are state of the art and will investigate any and all reported security issues concerning C4 Software. Please report any security issues to Info@Teamcleaning.com .

Entire Agreement

These Terms set forth the entire understanding of You and the Company relating to C4 Software and supersede any and all other previous or contemporaneous communications, agreements, representations, warranties or advertising with respect to C4 Software. THESE TERMS SHALL PREVAIL OVER ANY PRE-PRINTED TERMS OR OTHER CONFLICTING OR ADDITIONAL TERMS OF ANY PURCHASE ORDER, ORDERING DOCUMENT, ACKNOWLEDGEMENT OR CONFIRMATION OR OTHER DOCUMENT ISSUED BY THE LICENSE PURCHASER, EVEN IF SIGNED AND RETURNED BY THE COMPANY.

The English language version of these Terms is legally binding in case of any inconsistencies between the English version and any translations.

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Export laws and regulations of the United States and any other relevant local export laws and regulations apply to C4 Software. You agree that such export laws govern Your use of C4 Software, and You agree to comply with all such export laws and regulations (including "deemed export" and "deemed reexport" regulations). You agree that no data, information, software programs and/or materials resulting from use of C4 Software (or direct product thereof) will be exported, directly or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws including, without limitation, nuclear, chemical, or biological weapons proliferation, or development of missile technology.

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If the License to C4 Software is being acquired by or on behalf of the United States government or a United States government prime contractor or subcontractor, the License is provided as a "Commercial Item" as that term is defined in the U.S. Code of Federal Regulations (see 48 C.F.R. § 2.101) with the same commercial license rights as are described elsewhere in this Agreement.

Arbitration

You and the Company agree that all disputes, claims or controversies arising under or pursuant to these Terms will be submitted to neutral, binding arbitration to be held in Albany, New York

before a retired judicial officer pursuant to the Comprehensive Rules and the Arbitration Administrative Policies of the Judicial Arbitration and Mediation Services (JAMS). You agree to give up any rights You may have to litigate any such disputes, claims or controversies in a court or jury trial; provided, however, that nothing herein shall limit the rights of You or the Company to pursue injunctive or other equitable relief in an appropriate court or other legal forum. In the event of an action for injunctive or other equitable relief, or if the agreement to arbitrate as provided herein is for any reason deemed invalid, You and the Company agree that the sole and exclusive jurisdiction and venue for actions arising under these Terms shall be the State and Federal courts in Albany County, New York. You hereby agree to service of process in accordance with the rules of such courts.

Other Legal Matters

These Terms shall be governed by and construed in accordance with the laws of the State of New York, U.S.A., without reference to or application of choice of law rules or principles. Notwithstanding any choice of law provision or otherwise, the Uniform Computer Information Transactions Act and the United Nations Convention on the international Sale of Goods shall not apply to these Terms. These Terms control the relationship between the Company and You. These Terms do not create any third party beneficiary rights.

If You do not comply with these Terms, and the Company does not take action right away, this does not mean that the Company is waiving or giving up any rights that it may have (such as taking action in the future).

The invalidity or unenforceability of any provision of these Terms shall not affect the validity or enforceability of any other provision of these Terms. If any provision of these Terms shall be held invalid or unenforceable in part, the remaining portion of such provision, together with all other provisions of these Terms, shall remain valid and enforceable and continue in full force and effect to the fullest extent consistent with law.

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