



License Terms & Conditions

Introduction & FAQs



01

Introduction

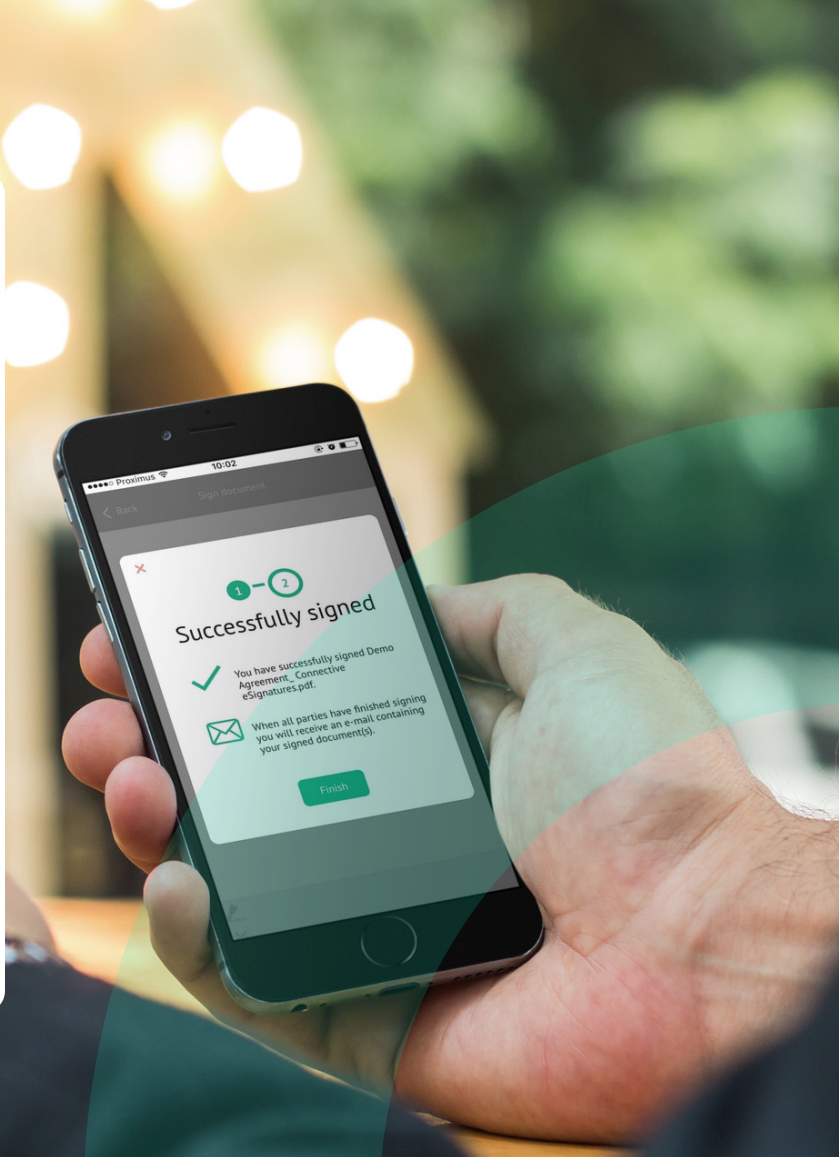
Thank you for taking the time to review this introduction and FAQs. They were designed to provide you with helpful information about the Connective services (the “Service”) and the accompanying Order Form, License Terms and Conditions, Special Terms and Conditions and Data Processing Agreement (together the “Agreement”) which constitutes the

agreement you sign for having access to the Service. We hope these FAQs will provide you with some helpful context as you review the Agreement and further investigate our offering. Information contained herein will probably be of interest to your procurement, legal and IT security/compliance department.

02

Who is Connective?

Connective is an international Belgian based company specialized in Digital Transaction Management. Our goal is to alter and improve the experience of our customers, by removing all obstacles from any document- or identity-driven business process.



03

Our services

We offer three main services to our clients to help them to do business any place and anytime – in a fully digital way: **eSignatures**, **Identity Hub** and **Smart Documents**.



eSignatures makes it possible for you (and your users) to sign all sorts of documents electronically in various ways, for example by e-mail OTP, SMS OTP, itsme®, etc.



Identity Hub is a versatile and trustworthy solution for digital identification of users, customers and employees. It enables you to be sure about the true identity of the person on the other side of the digital channel.



Smart Documents allows you to automatically generate your documents. After designing your template, you can add data to the document.

04

Connective's Order Form and License Terms and Conditions

If you wish to use the above mentioned Services of Connective, you will receive an Order Form including all details of the Service and the applicable pricing. Such Order Form is governed by our License Terms and Conditions which are specifically drafted to accommodate and describe the unique features and use of the Service, including a description of our service levels and reflecting the fundamentals of our hosted architecture. We regularly review and update our License Terms and Conditions and created a fair and balanced agreement based on customer feedback and industry accepted standards.

05

Connective's Special Terms and Conditions

Depending on the Services you are looking for, additional Special Terms and Conditions might apply besides the License Terms and Conditions. For example, there are additional terms

applying when using specific (third-party) signing methods or functionalities such as Connective eSignatures, itsme®, Swisscom, etc.

Our sales department will provide all applicable Special Terms and Conditions which are in scope of the Service you order.

06

Compliance & Security

How does Connective demonstrate compliance?

Connective is continuously investing in compliancy and security. Our [Trust Center](#) includes more detailed information on both security and compliance initiatives taken by Connective. Connective is also certified under several international standards. All certifications we hold are available via our Trust Center.

Additionally to the general certifications we have as an organization, we also invite you to read our [White Paper by international law firm DLA PIPER on Connective eSignatures](#)



Which security measures are in place?

Connective aims to make your digital experience safe and secure and intuitive. Every day we ensure our security is aligned with industry standards without having to compromise on user experience. To enable you as a client to assess the security measures we implement, we drafted an extensive statement related to security measures implemented within our Services: [Connective's Statement on Technical and Organizational Measures](#).

Does Connective have access to your data, and what about data protection?

Yes. Depending on the Service and the set-up you have chosen, Connective processes different types of (personal) data on behalf of its clients.

Connective will by default qualify as a data processor when processing personal data for offering the Service. This is why a Data Processing Agreement will be added when signing the License Terms and Conditions.

We consider it an absolute priority to be transparent on the personal data processed when using our Services. An extensive overview of our services and the respective data flows is available on our [Trust Center](#).

Connective also engages other (sub)-processors depending on the functionalities you use within our Services. More information on the (sub)-processors engaged and the activities they perform is available on our [Subprocessor webpage](#).

These FAQs are provided for informational purposes only, do not include any warranties and will not form part of the entire agreement executed between you as a client and Connective.

In case of questions

legal@connective.eu or contact your Sales Representative or Relationship Manager