



Service Specific Terms – Events (formerly Incidents)

Posted as of: 8 August 2025
Effective as of: 8 August 2025

The Agreement between Vatrix and the Customer (the Agreement) is made up of the following:											
Vatrix Master Service Agreement CLICK HERE	These are Vatrix's standard terms and include all general terms that apply to Vatrix's Services and the parties.										
Service Specific Terms <table border="1"> <tr> <td>Lone Working (formerly Alarms)</td><td>CLICK HERE</td></tr> <tr> <td>Events (formerly Incidents)</td><td>CLICK HERE</td></tr> <tr> <td>Audits (formerly Workflows)</td><td>CLICK HERE</td></tr> <tr> <td>Risk</td><td>CLICK HERE</td></tr> <tr> <td>Business Objects</td><td>CLICK HERE</td></tr> </table>	Lone Working (formerly Alarms)	CLICK HERE	Events (formerly Incidents)	CLICK HERE	Audits (formerly Workflows)	CLICK HERE	Risk	CLICK HERE	Business Objects	CLICK HERE	These are additional terms that apply to the particular Vatrix Service ordered by the Customer and include a description of the Vatrix Service. <i>This document includes details of the Processing Requirements for Customer Personal Data.</i> <i>This document is supplementary to the Vatrix Master Service Agreement for the particular Vatrix Service.</i>
Lone Working (formerly Alarms)	CLICK HERE										
Events (formerly Incidents)	CLICK HERE										
Audits (formerly Workflows)	CLICK HERE										
Risk	CLICK HERE										
Business Objects	CLICK HERE										
Data Processing Addendum CLICK HERE	This sets out the terms that apply to the Processing of Customer Personal Data. <i>This document has priority over the Vatrix Master Service Agreement, the Service Specific Terms and the Order Form in respect of the Processing of Customer Personal Data.</i>										
Order Form	The Order Form specifies the details of the Vatrix Service(s) the Customer has chosen. It can either be a physical or electronic document executed by the Customer and accepted by Vatrix, or an order placed through the Vatrix website.										

Description of this Vatrix Service

Vatrix's Events is a cloud-based platform designed to streamline event and hazard reporting in workplaces, leveraging advanced technology to facilitate real-time, mobile, and efficient communication. This solution enables rapid event logging on any device, moving away from paper-based systems towards more reliable digital processes. The flexibility to use Vatrix's templates or customise your own ensures the product's applicability across a broad spectrum of use cases, from Health & Safety Reporting to Healthcare and other regulated industries, underscoring its adaptability and customisability.

Features of Events vary by subscription tier and pricing plan, providing a versatile solution that can be tailored to the specific needs of diverse organisations. Features may include the Events Mobile App for iOS and Android, offering intuitive event reporting with support for multimedia evidence, and the Events Web Application for comprehensive events management, including template customisation, follow-up action assignments, and enhanced report sharing.

Adopting Events enables organisations to manage workplace events and hazards more effectively, ensuring safety and compliance across various sectors. This approach not only promotes a safer working environment but also supports a culture of continuous improvement and adaptability to regulatory requirements.

Definitions and interpretation

Events User	a User that is authorised by the Customer to use the Events Mobile App and/or Events under the Subscription
Permitted Number of User Licences	means the maximum number of licences for Events that are included in the Subscription as specified in the Order Form
Events Mobile App	means Vatrix's app for use on a mobile device as described in the Description of this Vatrix Service above
Events	means Vatrix's browser-based software that may be used by the Customer and its authorised Events Users for configuring and administering the Service

Vatix Service means the provision of the Events Mobile App licences, and Events licences on the terms of the Agreement

All other capitalised terms used, but not defined in these Service Specific Terms have the meanings given in the rest of the Agreement.

Section 1 | Events

- 1.1 **Ownership.** All intellectual property rights in and to Events and the Events Mobile App are owned by Vatix and/or its licensors. Nothing in the Agreement transfers the intellectual property rights to the Customer, any Users or any other person. All rights not expressly granted under these Service Specific Terms are reserved to Vatix.
- 1.2 **Licence.** Subject to the Customer paying all Fees and Charges when due and payable under the Agreement and to the Customer's compliance with the Agreement, Vatix grants to the Customer the Permitted Number of User Licences for use of Events for the term of the Subscription.

The Customer acknowledges and accepts that the licences granted for this Vatix Service are only for the 'Events' functionality of the Vatix Workspace and does not include access to other features such as 'Lone Working' or 'Audits' which are licensed separately.

- 1.3 **Reallocation of licences.** The Customer will be entitled to allocate each licence to any User using Events and to reallocate licences provided that it does not exceed the Permitted Number of User Licences. Vatix will have no liability for any effect on the Vatix Service of the Customer's reallocation of licences.
- 1.4 **Data Upload Limits.** The Customer will be entitled to store up to 100GB of files, media and other data on Workspace Events. Note there is a 100MB limit per file uploaded directly to Events.

Section 2 | General

- 2.1 **Variation.** These Service Specific Terms may be amended by Vatix in accordance with the Master Service Agreement.
- 2.2 **Service start.** Vatix will provide the Vatix Service with effect from the Start Date for the Subscription Term.
- 2.3 **Training.** The Customer will ensure that each of its authorised Events Users are adequately trained on how to use the Vatix Service and that they understand the limitations, terms and conditions of the Vatix Service.
- 2.4 **Restrictions.** Except as set out in the Agreement or as is specifically allowed in law that cannot be excluded, the Customer will not (and will ensure its Users do not):
- (a) copy, modify, duplicate, create derivative works from, frame, mirror, republish, download, transmit all or distribute all or any part of the Events Mobile App or Events in any form or media or by any means; or
 - (b) de-compile, disassemble, reverse engineer or otherwise reduce to human readable form all or any part of the Events Mobile App or Events; or
 - (c) access all or any part of the Vatix Service or Events Mobile App or Events in order to build a product or service that competes with the Vatix Service; or

- (d) use the Vatrix Service to provide services to third parties; or
- (e) license, sell, rent, lease, transfer, assign, distribute, display, disclose or otherwise commercially exploit or otherwise make the Vatrix Service available to any third party except authorised Events Users; or
- (f) attempt to obtain, or assist third parties other than authorised Events Users in obtaining, access to the Vatrix Service, other than as provided under the Agreement; or
- (g) negligently, recklessly or deliberately introduce or permit the introduction of, any virus or other disabling code into the Vatrix Service, the Events Mobile App or Events.

2.5 **Unauthorised access.** The Customer will use all reasonable endeavours to prevent any unauthorised access to, or use of, the Vatrix Service and, in the event of becoming aware of any such unauthorised access or use, will promptly notify Vatrix.

2.6 **Personal Data Processing Requirements.** For the purposes of the Data Protection Addendum, the following sets out the Processing Requirements for Personal Data Processed by Vatrix as a Processor for this Vatrix Service.

Subject matter of the Processing
Recording the information related to events or hazard reports in accordance with its normal use. Information may include text, files, media or GPS locations which relate to the event being reported or escalated.
Duration of the Processing
For the Subscription Term plus up to 12 (twelve) months to deal with any post-termination requirements and further additional time, if relevant, to deal with any claims
Nature and purpose of the Processing
To provide the Vatrix Service and administer the Customer Account
Categories of Personal Data to be Processed
<ul style="list-style-type: none"> • First name • Last name • Contact details (including phone number, email address) • Job title • Details of event reports
Categories of data subject whose Personal Data is to be Processed
<ul style="list-style-type: none"> • Employees • Contractors • Persons under supervision and/or support of the Customer
Sub-processors that may be used
Vatrix may use the Sub-processors for this Vatrix Service. Details are available from https://vatix.com/legal/sub-processors . Access to this page is restricted; the password to view it can be obtained upon request from your Account Manager.