



BetterCloud Legal Agreements FAQs

We're so excited to start our partnership with your team and to welcome you to the SaaSops Community! Could you do us a big favor and share these FAQs with the team in charge of reviewing legal agreements at your company? Context is always important when reviewing agreements and we find that oftentimes the teams reviewing our agreements are missing critical information around the services being purchased and how they are provided. In our experience, providing this context early in the process is crucial to ensure the contract review is efficient and enjoyable for both parties. These FAQs will hopefully reduce the amount of time spent discussing boring legal documents and maximize your time as a SaaS Ops pro. We encourage whoever is reviewing our agreements - specifically our Master Services Agreement ([MSA](#)) and our Data Processing Agreement ([DPA](#)) - to read these quick FAQs before starting their review. Thank you!

Who is BetterCloud and what services does it provide?

BetterCloud is a SaaS provider that enables your IT and security teams to discover, manage and secure some of the SaaS applications your teams already use (e.g., G-Suite, Slack, Dropbox, etc.). In our [MSA](#), we call these SaaS applications, "**Non-BetterCloud applications**". Our platform only connects to the SaaS apps that your team decides to connect to it. Your IT and/or security teams are the users of our platform and they configure the application to automate certain workflows, actions, and alerts based on the needs of your company. For example, if a new employee joins the sales team, they may need to be provisioned with accounts for G-Suite, join the sales slack channels, and access the sales SaaS apps. If an employee leaves your org, your team will want to make sure they are deprovisioned correctly and their files are transferred to their manager. BetterCloud helps with all these actions and others which are initiated and configured by your teams in our platform. You can learn more about our service-specific functionality on our [Product Documentation](#).

If BetterCloud is helping me manage my SaaS apps, does BetterCloud have access to all of the data, including personal information, in all the SaaS applications that my company uses?

Absolutely not! BetterCloud only processes certain personal information of the employees and other individuals with log-in access to the SaaS apps your IT or security team connects to BetterCloud. We refer to these folks as "**end user accounts**." The type of personal information we process from end user accounts to provide the services is generally limited to account profiles for those SaaS apps (think of it as your Gmail profile) which typically include first and last name, email address, work address, username, and IP address. For your admins of our platform (your IT and security teams), we'll also have access to the IP addresses they use to log-in, admin activity in the platform (e.g., last sign in), helpdesk tickets submitted, and satisfaction data (e.g., a response to a question like "please rate your experience").

Based on how your teams use our platform, we may also process **metadata** related to the documents and emails (e.g., Owner, Doc Title, Shared With, Exposure Level, Last Updated, Doc Type, File Extension, Doc Size) stored in the SaaS apps (e.g., Google Drive, Dropbox, Box) connected to our platform. Please note our access is based on the permissions set and controlled by your IT and security teams and we generally do not access the content of those documents or emails. By the way, we don't process sensitive information such as payment card or protected health information so no need, for example, to enter into BAAs :).

Since BetterCloud processes personal information, how does BetterCloud comply with CCPA and GDPR?

Privacy and security are very important to us! You can access our certifications, SOC 3 report, Cloud Security Alliance's Security, Trust & Assurance Registry (CSA STAR) registration, [DPA](#), list of [subprocessors](#), and our security whitepaper on our [security and compliance page](#). We have carefully drafted our **DPA with the standard contractual clauses** to ensure that it includes all the necessary requirements and obligations under GDPR so we both can comply with GDPR. You can review and sign our [DPA here](#). If you follow the onscreen instructions, a fully executed [DPA](#) will be emailed to you. Please note that we're a multi-tenant SaaS provider and it would be very burdensome and almost technically impossible for BetterCloud to accept a different [DPA](#) per customer as it would entail processing data in a slightly different way for each customer. As a result, and unfortunately, we cannot review your [DPA](#) template. We included a section to address **CCPA** in our [MSA](#) (see Section 3.3). Rest assured that **BetterCloud does not sell** any **personal information** it receives from its customers.



How does BetterCloud use the data it collects from customers through its platform?

We use the data to provide the services and to prevent or address service or technical problems. We may also use it in an **aggregated, de-identified and generic manner** for things like surveys, benchmarks, product analytics, new product features or services, etc. For example, we may create statistical information for marketing materials that say things like: X% of BetterCloud customers use BetterCloud for its onboarding functionalities; Y% for its data loss prevention features, etc. These will never identify you or your customers or employees.

Does BetterCloud use any subprocessors? How do I know my company can trust those third parties?

Yes. You can see them [here](#). Our relationship with each of them is subject to our third-party security management program to ensure they meet our rigorous security and privacy standards. Each of them has entered into a [DPA](#) with us. If we ever add new subprocessors or replace them we would notify you and you would have an opportunity to object pursuant to section 4.2 of the [DPA](#) provided you register [here](#).

Will BetterCloud provide our personal information if requested under a US surveillance law?

Please note that we have **never** been requested or subpoenaed to provide any customer data to any law enforcement, intelligence, security or regulatory agency from the US or elsewhere in our whole history. You can also review our [Transparency Report](#) for more details.

Can my affiliates use the platform?

Yes. They can by simply being listed in the parent company's Order Form or by entering into a separate Order Form with us (see Section 4.7 of the [MSA](#)).

Are there any deliverables as part of the services? Do you provide customized services?

We don't provide any work-for-hire or custom services (e.g., customization of SaaS software) for any specific customer as all BetterCloud customers are on the same instance and version of our multi-tenant services.

What are the limitations of liability in the [MSA](#)?

We offer a market standard limitation of liability in our [MSA](#). The limitation of liability is mutual, allows both parties to disclaim any consequential and incidental damages, and caps the liability of both parties to an amount that is commensurate with the value of the customer's subscription. Note that in terms of indemnification we will defend and settle any third party IP infringement claims against a customer as a result of our products and services.

Can I add a termination for convenience right?

We can appreciate the spirit of the request. However, as a SaaS provider we cannot allow a termination for convenience as our pricing and packaging is based on a commitment for the entirety of your subscription term. We rely on these financial commitments from our customers to constantly scale and improve our services.

Will BetterCloud review my company's master services form agreement?

We use a multi-tenant cloud structure (i.e., all our customers are hosted together in the same instance in the cloud). Our services are provided to all of our customers through the web, on a single code line, on the same operational infrastructure and using the same security and support operations. Furthermore, all of our customers are on the same instance and version of the services. Due to this very specific nature of the way our SaaS services are provided, we need to use our [MSA](#) and accompanying documents which correctly reflect it. We regularly review our [MSA](#) and believe it is fair and balanced based on customer feedback and industry standard positions.

If you have any questions about our agreements, please do not hesitate to reach out to BCLegal@bettercloud.com