



Redrock Software TracCloud Terms & Conditions

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Proprietary and Confidential

For Authorized Use Only

Document Revision History

Date	Version	Description	Author
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12/9/2022	1.1	Legal edits	Nicolas Corder
1/13/2024	2.0	Updated for 2024	Nicolas Corder
1/19/2025	2.1	2025 Standardization of Policies and Procedures	Nicolas Corder
1/26/2026	2.2	Removed inapplicable language; fixed statute of limitations; updated terminology for SaaS context	Nicolas Corder

Table of Contents

Overview4

Definitions and Interpretations4

FERPA Compliance and Education Records5

 School Official Designation5

 FERPA Obligations5

 Re-disclosure Prohibition5

General Terms6

Creating an Account6

Conduct7

Global Use; Export/Import Compliance9

Submitted Content9

 Contributions to Company Website10

Indemnity10

Commercial Reuse of Services10

Modifications10

Termination11

Links11

Proprietary Rights11

Warranty Disclaimers12

Limitation of Liability13

Release13

Notice13

Intellectual Property Rights13

Entire Agreement14

Choice of Law and Forum14

Waiver and Severability of Terms15

No Right of Survivorship Non-Transferability15

Statute of Limitations 15

Violations 15

Government Requests 15

Foreign Access of Site 15

Errors, Inaccuracies, and Omissions 16

Privacy Policy..... 16

End User License Agreement..... 16

PLEASE READ THE FOLLOWING TERMS OF SERVICE AGREEMENT CAREFULLY. BY ACCESSING OR USING OUR WEBSITE (THE "SITE") OR OUR SERVICES, YOU HEREBY AGREE TO BE BOUND BY THESE TERMS AND CONDITIONS AND ALL TERMS INCORPORATED HEREIN BY REFERENCE. IT IS THE RESPONSIBILITY OF YOU, THE USER, CUSTOMER, OR PROSPECTIVE CUSTOMER TO READ THE TERMS AND CONDITIONS BEFORE PROCEEDING TO USE THIS SITE. IF YOU DO NOT EXPRESSLY AGREE TO ALL OF THE TERMS AND CONDITIONS, THEN PLEASE DO NOT ACCESS OR USE OUR SITE OR OUR SERVICES.

The present terms and conditions (this "**Agreement**" or "**Terms**") is a legal agreement between you and Redrock Software Corporation (hereinafter "**Redrock**"), a company duly organized and validly existing, located at 2602 W Baseline Rd #9, Mesa, Arizona 85202. This Agreement annuls and voids all previous agreements.

Overview

The Site (TracCloud) is operated by Redrock. Throughout the Site and this Agreement, the terms "**we**", "**us**" and "**our**" refer to Redrock. Redrock offers this Site, including all information, tools and services available from this Site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

By accessing or using our Site or Services, you engage in our "Service" and agree to be bound by the following terms and conditions, including those additional terms and conditions and policies referenced herein and/or available by hyperlink. These Terms apply to all users of the Site, including without limitation users who are students, staff, tutors, advisors, administrators, and other authorized users. In the event of an inconsistency between this Agreement and any additional terms or policies referenced herein, the provisions of the additional terms or policies shall control.

Please read these Terms carefully before accessing or using our Site. By accessing or using any part of the Site, you agree to be bound by these Terms. If you do not agree to all the Terms of this Agreement, then you may not access the Site or use any Service. If these Terms are considered an offer, acceptance is expressly limited to these Terms.

Any new features or tools which are added to the current platform shall also be subject to the Terms. You can review the most current version of the Terms at any time on this page. We reserve the right to update, change or replace any part of these Terms by posting updates and/or changes to our Site. It is your responsibility to check this page periodically for changes. Your continued use of or access to the Site following the posting of any changes constitutes acceptance of those changes.

Definitions and Interpretations

1. "**Agreement**" or "**License**" or "**EULA**" shall mean this End User License Agreement.
2. "**Licensee**" or "**You**" or "**Your**" shall mean You, the individual or business entity licensing the Product under of the terms of this Agreement.
3. "**Intellectual Property**" means current and future worldwide rights under patent law, copyright law, trade secret law, trademark law, moral rights law, and other similar rights.
4. "**Update**" means maintenance of, or a fix to, a version of Product, including, but not limited to a hot fix, patch, or enhancement, none of which function as a standalone service or other software package and which do not have an additional cost for any existing Licensee.
5. "**Upgrade**" means a major, standalone version of Product, which may include additional applications, features, or functionality.

6. A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality) and that person's legal and personal representatives, successors and permitted assigns.
7. Words in the singular shall include the plural and vice versa.
8. A reference to one gender shall include a reference to the other genders.
9. A reference to a statute, statutory provision or subordinate legislation is a reference to it as it is in force from time to time, taking account of any amendment or reenactment and includes any statute, statutory provision or subordinate legislation which it amends or re-enacts; provided that, as between the Parties, no such amendment or re-enactment shall apply for the purposes of this Agreement to the extent that it would impose any new or extended obligation, liability or restriction on, or otherwise adversely affect the rights of, any Party.
10. A reference to **writing** or **written** includes e-mail.
11. Any obligation in this Agreement on a person not to do something includes an obligation not to agree or allow that thing to be done.
12. Any phrase introduced by the terms "**including**", "**include**", "**in particular**" or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
13. References to articles, sections, or clauses are to the articles, sections, and clauses of this Agreement.
14. "**We**", "**us**", and "**our**", means Redrock Software Corporation.

FERPA Compliance and Education Records

Redrock acknowledges that TracCloud may be used to process Education Records as defined under the Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. § 1232g, and its implementing regulations at 34 C.F.R. Part 99.

School Official Designation

For purposes of FERPA, Redrock is designated as a "school official" with a "legitimate educational interest" in Education Records to the extent necessary to provide TracCloud services to Subscribing Institutions. This designation is made pursuant to 34 C.F.R. § 99.31(a)(1)(i).

FERPA Obligations

Redrock agrees to:

- (a) Use Education Records solely for the purposes for which disclosure was made and as permitted under the Subscribing Institution's FERPA policies.
- (b) Not disclose Education Records to any third party except as permitted by FERPA, required by law, or authorized by the Subscribing Institution.
- (c) Implement and maintain appropriate administrative, technical, and physical safeguards to protect Education Records from unauthorized access, use, or disclosure.
- (d) Return or securely destroy Education Records upon termination of the service agreement, except as required for legal compliance or as otherwise agreed.
- (e) Cooperate with Subscribing Institutions in responding to requests from parents or eligible students to inspect or amend Education Records.

Re-disclosure Prohibition

Redrock shall not re-disclose any personally identifiable information from Education Records to any other party without the prior written consent of the parent or eligible student, unless such disclosure is otherwise permitted under FERPA.

General Terms

You may not use our products or Site for any illegal or unauthorized purpose nor may you, in the use of our products or Site, violate any laws in your jurisdiction.

You must not transmit any worms or viruses or any code of a destructive nature.

A breach or violation of any of the Terms will result in an immediate termination of your account and right to use our Service.

We have the right, but not the obligation, to take any of the following actions in our sole discretion at any time and for any reason without giving you any prior notice:

1. Restrict, suspend or terminate your access to all or any part of our Site.
2. Change, suspend or discontinue all or any part of our products or Site.
3. Refuse, move, or remove any content that is available on all or any part of our Site.
4. Deactivate or delete your accounts.
5. Establish general practices and limits concerning use of our Site.

You agree that we will not be liable to you or any third party for taking any of these actions.

You understand and agree that our Site may include communications such as service announcements and administrative or legal notices from us. Please note that you cannot opt-out of receiving these notices.

You understand that your content may be transferred and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices.

You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Site, use of the Site, or access to the Site or any contact on the Site, without express written permission by us.

You may not modify, publish, transmit, reverse engineer, participate in the transfer or sale, create derivative works, or in any way exploit any of the content, in whole or in part, found on the Site.

Redrock content is not for resale. Use of the Site does not entitle users to make any unauthorized use of any protected content, and in particular, you will not delete or alter any proprietary rights or attribution notices in any content. You will use protected content solely for your personal use and will make no other use of the content without the express written permission of Redrock and the copyright owner. You agree that you do not acquire any ownership rights in any protected content. We do not grant you any licenses, express or implied, to the intellectual property of Redrock or our licensors except as expressly authorized by these Terms.

Creating an Account

Once you create an account with us, you are registered on the Redrock Site. The terms "member," "membership," and "account" all refer to this registration as a member on Redrock's Site. If you are merely surfing or browsing through the Site and have not yet created an account, your use of the Site is still subject to this Agreement; if you do not agree to this Agreement, do not use the Site.

When you create an account, you will provide a unique username and email. We will also ask you to create a password. Because any activities that occur under your username or password are your responsibility it is important for you to keep your username and/or password secure. You may not

assign or otherwise transfer your account to any other person or entity. You acknowledge that Redrock is not responsible for third-party access to your account that results from theft or misappropriation of your account. Notify us immediately if you believe that someone has used your username, email, or password without your authorization.

Furthermore, the registering party hereby acknowledges, understands and agrees to:

1. furnish factual, correct, current and complete information with regards to yourself as may be requested by the data registration process, and
2. maintain and promptly update your registration and profile information in an effort to maintain accuracy and completeness at all times.

If anyone knowingly provides any information of a false, untrue, inaccurate or incomplete nature, Redrock Software Corporation will have sufficient grounds and rights to suspend or terminate the member in violation of this aspect of the Agreement, and as such refuse any and all current or future use of Redrock Software Corporation Services, or any portion thereof.

Conduct

As a user or member of the Site, you herein acknowledge, understand and agree that all information, text, software, data, photographs, music, video, messages, tags or any other content, whether it is publicly or privately posted and/or transmitted, is the expressed sole responsibility of the individual from whom the content originated. In short, this means that you are solely responsible for any and all content posted, uploaded, emailed, transmitted or otherwise made available by way of the Redrock Services, and as such, we do not guarantee the accuracy, integrity or quality of such content. It is expressly understood that by use of our Services, you may be exposed to content including, but not limited to, any errors or omissions in any content posted, and/or any loss or damage of any kind incurred as a result of the use of any content posted, emailed, transmitted or otherwise made available by Redrock.

Furthermore, you herein agree not to make use of Redrock Software Corporation's Services for the purpose of:

1. uploading, posting, emailing, transmitting, or otherwise making available any content that shall be deemed unlawful, harmful, threatening, abusive, harassing, tortious, defamatory, vulgar, obscene, libelous, or invasive of another's privacy or which is hateful, and/or racially, ethnically, or otherwise objectionable.
2. causing harm to minors in any manner whatsoever.
3. impersonating any individual or entity, including, but not limited to, any Redrock officials, forum leaders, guides, or hosts, or falsely stating or otherwise misrepresenting any affiliation with an individual or entity.
4. forging captions, headings or titles or otherwise offering any content that you personally have no right to pursuant to any law nor having any contractual or fiduciary relationship with.
5. uploading, posting, emailing, transmitting or otherwise offering any such content that may infringe upon any patent, copyright, trademark, or any other proprietary or intellectual rights of any other party.
6. uploading, posting, emailing, transmitting or otherwise offering any content that you do not personally have any right to offer pursuant to any law or in accordance with any contractual or fiduciary relationship.

7. uploading, posting, emailing, transmitting, or otherwise offering any unsolicited or unauthorized advertising, promotional flyers, "junk mail," "spam," or any other form of solicitation, except in any such areas that may have been designated for such purpose.
8. uploading, posting, emailing, transmitting, or otherwise offering any source that may contain a software virus or other computer code, any files and/or programs which have been designed to interfere, destroy and/or limit the operation of any computer software, hardware, or telecommunication equipment.
9. disrupting the normal flow of communication, or otherwise acting in any manner that would negatively affect other users' ability to participate in any real-time interactions.
10. interfering with or disrupting any Redrock Software Corporation Services, servers and/or networks that may be connected or related to our website, including, but not limited to, the use of any device software and/or routine to bypass the robot exclusion headers.
11. intentionally or unintentionally violating any local, state, federal, national or international law.
12. providing informational support or resources, concealing and/or disguising the character, location, and or source to any organization delegated by the United States government as a "foreign terrorist organization" in accordance with Section 219 of the Immigration Nationality Act.
13. "stalking" or with the intent to otherwise harass another individual
14. collecting or storing of any personal data relating to any other member or user in connection with the prohibited conduct and/or activities that have been set forth in the aforementioned paragraphs.

Redrock Software Corporation herein reserves the right to pre-screen, refuse and/or delete any content currently available through our Services. In addition, we reserve the right to remove and/or delete any such content that would violate the Terms, or which would otherwise be considered offensive to other visitors, users and/or members.

Redrock Software Corporation herein reserves the right to access, preserve and/or disclose member account information and/or content if it is requested to do so by law or in good faith belief that any such action is deemed reasonably necessary for:

1. compliance with any legal process.
2. enforcement of the Terms.
3. responding to any claim that therein contained content is in violation of the rights of any third party.
4. responding to requests for customer service
5. protecting the rights, property or the personal safety of Redrock Software Corporation, its visitors, users and members, including the general public.

Redrock Software Corporation herein reserves the right to include the use of security components that may permit digital information or material to be protected, and that such use of information and/or material is subject to usage guidelines and regulations established by Redrock Software Corporation or any other content providers supplying content services to Redrock Software Corporation. You are hereby prohibited from making any attempt to override or circumvent any of the embedded usage rules in our Services. Furthermore, unauthorized reproduction, publication, distribution, or exhibition of any information or materials supplied by our Services, despite whether done so in whole or in part, is expressly prohibited.

Global Use; Export/Import Compliance

Due to the global nature of the internet, through the use of our network you hereby agree to comply with all local rules relating to online conduct and that which is considered acceptable content. Uploading, posting and/or transferring of software, technology and other technical data may be subject to the export and import laws of the United States and possibly other countries. Through the use of our network, you thus agree to comply with all applicable export and import laws, statutes and regulations, including, but not limited to, the Export Administration Regulations¹, as well as the sanctions control program of the United States². Furthermore, you state and pledge that you:

1. are not on the list of prohibited individuals which may be identified on any government export exclusion report³ nor a member of any other government which may be part of an export-prohibited country identified in applicable export and import laws and regulations;
2. agree not to transfer any software, technology or any other technical data through the use of our network Services to any export-prohibited country.
3. agree not to use our website network Services for any military, nuclear, missile, chemical or biological weaponry end uses that would be a violation of the U.S. export laws
4. agree not to post, transfer nor upload any software, technology or any other technical data which would be in violation of the U.S. or other applicable export and/or import laws.

Submitted Content

Redrock Software Corporation shall not lay claim to ownership of any content submitted by any visitor, member, or user, nor make such content available for inclusion on our website Services. Therefore, you hereby grant and allow for Redrock Software Corporation the below listed worldwide, royalty-free and non-exclusive licenses, as applicable:

1. The content submitted or made available for inclusion on the publicly accessible areas of Redrock Software Corporation's Sites, the license provided to permit to use, distribute, reproduce, modify, adapt, publicly perform and/or publicly display said Content on our network Services is for the sole purpose of providing and promoting the specific area to which this content was placed and/or made available for viewing. This license shall be available so long as you are a member of Redrock Software Corporation's sites and shall terminate at such time when you elect to discontinue your membership.
2. Photos, audio, video and/or graphics submitted or made available for inclusion on the publicly accessible areas of Redrock Software Corporation's sites, the license provided to permit to use, distribute, reproduce, modify, adapt, publicly perform and/or publicly display said Content on our network Services are for the sole purpose of providing and promoting the specific area in which this content was placed and/or made available for viewing. This license shall be available so long as you are a member of Redrock Software Corporation's sites and shall terminate at such time when you elect to discontinue your membership.
3. For any other content submitted or made available for inclusion on the publicly accessible areas of Redrock Software Corporation's sites, the continuous, binding and completely sub-licensable license which is meant to permit to use, distribute, reproduce, modify,

¹ http://www.access.gpo.gov/bis/ear/ear_data.html

² <http://www.treasury.gov/resource-center/sanctions/Programs/Pages/Programs.aspx>

³ <https://www.bis.doc.gov/index.php/policy-guidance/lists-of-parties-of-concern>

adapt, publish, translate, publicly perform and/or publicly display said content, whether in whole or in part, and the incorporation of any such Content into other works in any arrangement or medium current used or later developed.

4. Those areas which may be deemed "publicly accessible" areas of Redrock Software Corporation's Sites are those such areas of our network properties which are meant to be available to the general public. However, those areas which are not open to the public, and thus, available to members only, would include appointment scheduling, session records, and other authenticated platform features.

Contributions to Company Website

Redrock Software Corporation may provide an area for our user and members to contribute feedback to our website. When you submit ideas, documents, suggestions and/or proposals ("**Contributions**") to our site, you acknowledge and agree that:

1. your Contributions do not contain any type of confidential or proprietary information.
2. Redrock shall not be liable or under any obligation to ensure or maintain confidentiality, expressed or implied, related to any Contributions.
3. Redrock shall be entitled to make use of and/or disclose any such Contributions in any such manner as they may see fit.
4. the contributor's Contributions shall automatically become the sole property of Redrock; and
5. Redrock is under no obligation to either compensate or provide any form of reimbursement in any manner or nature.

Indemnity

All users and/or members agree to insure and hold Redrock Software Corporation, our subsidiaries, affiliates, agents, employees, officers, partners and/or licensors blameless or not liable for any claim or demand, which may include, but is not limited to, reasonable attorney fees made by any third party which may arise from any content a member or user of our Site may submit, post, modify, transmit or otherwise make available through our Services, the use of Redrock Services or your connection with these Services, your violations of the Terms of Service and/or your violation of any such rights of another person.

Commercial Reuse of Services

The member or user herein agrees not to replicate, duplicate, copy, trade, sell, resell nor exploit for any commercial reason any part, use of, or access to Redrock's sites.

Modifications

Redrock Software Corporation reserves the right at any time it may deem fit, to modify, alter and/or discontinue, whether temporarily or permanently, our service, or any part thereof, with or without prior notice. In addition, we shall not be held liable to you or to any third party for any such alteration, modification, suspension and/or discontinuance of our Services, or any part thereof.

Termination

As a member of TracCloud, you may cancel or terminate your account, associated email address and/or access to our Services by submitting a cancellation or termination request to helpdesk@go-redrock.com or sales@go-redrock.com.

As a member, you agree that Redrock Software Corporation may, without any prior written notice, immediately suspend, terminate, discontinue and/or limit your account, any email associated with your account, and access to any of our Services. The cause for such termination, discontinuance, suspension and/or limitation of access shall include, but is not limited to:

1. any breach or violation of our Terms or any other incorporated agreement, regulation and/or guideline.
2. by way of requests from law enforcement or any other governmental agencies.
3. the discontinuance, alteration and/or material modification to our Services, or any part thereof.
4. unexpected technical or security issues and/or problems.
5. any extended periods of inactivity.
6. any engagement by you in any fraudulent or illegal activities; and/or the nonpayment of any associated fees that may be owed by you in connection with your TracCloud account Services.

Furthermore, you herein agree that any and all terminations, suspensions, discontinuances, and or limitations of access for cause shall be made at our sole discretion and that we shall not be liable to you or any other third party with regards to the termination of your account, associated email address and/or access to any of our Services.

The termination of your account with TracCloud shall include any and/or all of the following:

1. the removal of any access to all or part of the Services offered within TracCloud.
2. the deletion of your password and any and all related information, files, and any such content that may be associated with or inside your account, or any part thereof; and the barring of any further use of all or part of our Services.

Links

Either Redrock Software Corporation or any third parties may provide links to other websites and/or resources. Thus, you acknowledge and agree that we are not responsible for the availability of any such external sites or resources, and as such, we do not endorse nor are we responsible or liable for any content, products, advertising or any other materials, on or available from such third-party sites or resources. Furthermore, you acknowledge and agree that Redrock Software Corporation shall not be responsible or liable, directly or indirectly, for any such damage or loss which may be a result of, caused or allegedly to be caused by or in connection with the use of or the reliance on any such content, goods or Services made available on or through any such site or resource.

Proprietary Rights

You do hereby acknowledge and agree that Redrock Software Corporation's Services and any essential software that may be used in connection with our Services ("Software") shall contain proprietary and confidential material that is protected by applicable intellectual property rights and other laws. Furthermore, you herein acknowledge and agree that any Content which may be contained in any advertisements or information presented by and through our Services or by

advertisers is protected by copyrights, trademarks, patents or other proprietary rights and laws. Therefore, except for that which is expressly permitted by applicable law or as authorized by Redrock Software Corporation or such applicable licensor, you agree not to alter, modify, lease, rent, loan, sell, distribute, transmit, broadcast, publicly perform and/or create any plagiaristic works which are based on Redrock Software Corporation Services (e.g., Content or Software), in whole or part.

Redrock Software Corporation hereby grants you a personal, non-transferable and non-exclusive right and/or license to make use of the mobile code or our Software, as long as you do not, and shall not, allow any third party to duplicate, alter, modify, create or plagiarize work from, reverse engineer, reverse assemble or otherwise make an attempt to locate or discern any source code, sell, assign, sublicense, grant a security interest in and/or otherwise transfer any such right in the Software. Furthermore, you do herein agree not to alter or change the Software in any manner, nature or form, and as such, not to use any modified versions of the Software, including and without limitation, for the purpose of obtaining unauthorized access to our Services. Lastly, you also agree not to access or attempt to access our Services through any means other than through the interface which is provided by Redrock Software Corporation for use in accessing our Services.

Warranty Disclaimers

YOU HEREIN EXPRESSLY ACKNOWLEDGE AND AGREE THAT:

1. THE USE OF REDROCK SOFTWARE CORPORATION SERVICES AND SOFTWARE ARE AT THE SOLE RISK BY YOU. OUR SERVICES AND SOFTWARE SHALL BE PROVIDED ON AN "AS IS" AND/OR "AS AVAILABLE" BASIS. REDROCK SOFTWARE CORPORATION AND OUR SUBSIDIARIES, AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS AND LICENSORS EXPRESSLY DISCLAIM ANY AND ALL WARRANTIES OF ANY KIND WHETHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF TITLE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON- INFRINGEMENT.
2. REDROCK SOFTWARE CORPORATION AND OUR SUBSIDIARIES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS AND LICENSORS MAKE NO SUCH WARRANTIES THAT (i) REDROCK SOFTWARE CORPORATION SERVICES OR SOFTWARE WILL MEET YOUR REQUIREMENTS; (ii) REDROCK SOFTWARE CORPORATION SERVICES OR SOFTWARE SHALL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR-FREE.
3. (iii) THAT SUCH RESULTS WHICH MAY BE OBTAINED FROM THE USE OF THE REDROCK SOFTWARE CORPORATION SERVICES OR SOFTWARE WILL BE ACCURATE OR RELIABLE; (iv) QUALITY OF ANY PRODUCTS, SERVICES, ANY INFORMATION OR OTHER MATERIAL WHICH MAY BE PURCHASED OR OBTAINED BY YOU THROUGH OUR SERVICES OR SOFTWARE WILL MEET YOUR EXPECTATIONS; AND (v) THAT ANY SUCH ERRORS CONTAINED IN THE SOFTWARE SHALL BE CORRECTED.
4. ANY INFORMATION OR MATERIAL DOWNLOADED OR OTHERWISE OBTAINED BY WAY OF REDROCK SOFTWARE CORPORATION SERVICES OR SOFTWARE SHALL BE ACCESSED BY YOUR SOLE DISCRETION AND SOLE RISK, AND AS SUCH YOU SHALL BE SOLELY RESPONSIBLE FOR AND HEREBY WAIVE ANY AND ALL CLAIMS AND CAUSES OF ACTION WITH RESPECT TO ANY DAMAGE TO YOUR COMPUTER AND/OR INTERNET ACCESS, DOWNLOADING AND/OR DISPLAYING, OR FOR ANY LOSS OF DATA THAT COULD RESULT FROM THE DOWNLOAD OF ANY SUCH INFORMATION OR MATERIAL.
5. NO ADVICE AND/OR INFORMATION, DESPITE WHETHER WRITTEN OR ORAL, THAT MAY BE OBTAINED BY YOU FROM REDROCK SOFTWARE CORPORATION OR BY WAY OF OR FROM

OUR SERVICES OR SOFTWARE SHALL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THE TERMS.

Limitation of Liability

YOU EXPLICITLY ACKNOWLEDGE, UNDERSTAND AND AGREE THAT REDROCK SOFTWARE CORPORATION AND OUR SUBSIDIARIES, AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS AND LICENSORS SHALL NOT BE LIABLE TO YOU FOR ANY PUNITIVE, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES, INCLUDING, BUT NOT LIMITED TO, DAMAGES WHICH MAY BE RELATED TO THE LOSS OF ANY PROFITS, GOODWILL, USE, DATA AND/OR OTHER INTANGIBLE LOSSES, EVEN THOUGH WE MAY HAVE BEEN ADVISED OF SUCH POSSIBILITY THAT SAID DAMAGES MAY OCCUR, AND RESULT FROM:

1. THE USE OR INABILITY TO USE OUR SERVICE.
2. THE COST OF PROCURING SUBSTITUTE GOODS AND SERVICES.
3. UNAUTHORIZED ACCESS TO OR THE ALTERATION OF YOUR TRANSMISSIONS AND/OR DATA.
4. STATEMENTS OR CONDUCT OF ANY SUCH THIRD PARTY ON OUR SERVICE.
5. ANY OTHER MATTER WHICH MAY BE RELATED TO OUR SERVICE.

Release

In the event you have a dispute, you agree to release Redrock Software Corporation (and its officers, directors, employees, agents, parent subsidiaries, affiliates, co-branders, partners and any other third parties) from claims, demands and damages (actual and consequential) of every kind and nature, known and unknown, suspected or unsuspected, disclosed and undisclosed, arising out of or in any way connected to such dispute.

Notice

Redrock Software Corporation may furnish you with notices, including those with regards to any changes to the Terms, including but not limited to email, regular mail, MMS or SMS, text messaging, postings on our website Services, or other reasonable means currently known or any which may be herein after developed. Any such notices may not be received if you violate any aspects of the Terms by accessing our Services in an unauthorized manner. Your acceptance of this Agreement constitutes your agreement that you are deemed to have received any and all notices that would have been delivered had you accessed our Services in an authorized manner.

Intellectual Property Rights

You herein acknowledge, understand and agree that all of the Redrock Software Corporation trademarks, copyright, trade name, service marks, and other Redrock Software Corporation logos and any brand features, and/or product and service names are trademarks and as such, are and shall remain the property of Redrock Software Corporation. You herein agree not to display and/or use in any manner the Redrock Software Corporation logo or marks without obtaining Redrock Software Corporation's prior written consent.

Redrock Software Corporation will always respect the intellectual property of others, and we ask that all of our users do the same. With regards to appropriate circumstances and at its sole discretion, Redrock Software Corporation may disable and/or terminate the accounts of any user who violates our Terms and/or infringes the rights of others. If you feel that your work has been

duplicated in such a way that would constitute copyright infringement, or if you believe your intellectual property rights have been otherwise violated, you should provide to us the following information:

1. The electronic or the physical signature of the individual that is authorized on behalf of the owner of the copyright or other intellectual property interest.
2. A description of the copyrighted work or other intellectual property that you believe has been infringed upon.
3. A description of the location of the site which you allege has been infringing upon your work.
4. Your physical address, telephone number, and email address.
5. A statement, in which you state that the alleged and disputed use of your work is not authorized by the copyright owner, its agents or the law.
6. And finally, a statement, made under penalty of perjury, that the aforementioned information in your notice is truthful and accurate, and that you are the copyright or intellectual property owner, representative or agent authorized to act on the copyright or intellectual property owner's behalf.

The Redrock Software Corporation agent for notice of claims of copyright or other intellectual property infringement can be contacted as follows:

Mailing Address:

Redrock Software Corporation Attn: Copyright Agent
2602 W Baseline Rd #9 Mesa, Arizona 85202

Telephone: 877-303-7575

Fax: 480-302-8595

Email: helpdesk@go-redrock.com

Entire Agreement

This Agreement constitutes the entire agreement between you and Redrock Software Corporation and shall govern the use of our Services, superseding any prior version of this Agreement between you and us with respect to Redrock Software Corporation Services. You may also be subject to additional terms and conditions that may apply when you use or purchase certain other Redrock Software Corporation Services, affiliate Services, third-party content or third-party software.

Choice of Law and Forum

It is at the mutual agreement of both you and Redrock Software Corporation with regard to the Agreement that the relationship between the parties shall be governed by the laws of the state of Arizona without regard to its conflict of law provisions and that any and all claims, causes of action and/or disputes, arising out of or relating to the Agreement, or the relationship between you and Redrock Software Corporation, shall be filed within the courts having jurisdiction within the County of Maricopa County, Arizona or the U.S. District Court located in said state. You and Redrock Software Corporation agree to submit to the jurisdiction of the courts as previously mentioned and agree to waive any and all objections to the exercise of jurisdiction over the parties by such courts and to venue in such courts.

Waiver and Severability of Terms

At any time, should Redrock Software Corporation fail to exercise or enforce any right or provision of the Agreement, such failure shall not constitute a waiver of such right or provision. If any provision of this Agreement is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavor to give effect to the parties' intentions as reflected in the provision, and the other provisions of the Agreement remain in full force and effect.

No Right of Survivorship Non-Transferability

You acknowledge, understand and agree that your account is non-transferable and any rights to your ID and/or contents within your account shall terminate upon your death. Upon receipt of a copy of a death certificate, your account may be terminated, and all contents therein permanently deleted.

Statute of Limitations

You acknowledge, understand and agree that regardless of any statute or law to the contrary, any claim or action arising out of or related to the use of our Services, or the Agreement must be filed within one (1) year after said claim or cause of action arose or shall be forever barred.

Violations

Please report any and all violations of this Agreement to Redrock Software Corporation as follows:

Mailing Address:

Redrock Software Corporation
2602 W Baseline Rd #9 Mesa, Arizona 85202

Telephone: 877-303-7575

Fax: 480-302-8595

Email: helpdesk@go-redrock.com

Government Requests

In order to cooperate with governmental requests, subpoenas or court orders, to protect our systems, or to ensure the integrity and operation of our business and systems, we may access and disclose any information we consider necessary or appropriate, including and without limitation, your information, IP address, and usage history. Our right to disclose any such information is governed by the terms of our Privacy Policy.

Foreign Access of Site

The Site is controlled, operated and administered by Redrock from our offices within the USA. If you access the Site from a location outside the USA, you are responsible for compliance with all local laws. You agree that you will not use Redrock's content accessed through the Site in any country or in any manner prohibited by any applicable laws, restrictions or regulations.

Errors, Inaccuracies, and Omissions

Occasionally there may be information on our Site that contains typographical errors, inaccuracies or omissions that may relate to service descriptions, features, or functionality. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information if any information on the Site or on any related Site is inaccurate at any time without prior notice.

We undertake no obligation to update, amend or clarify information on the Site or on any related Site except as required by law. No specified update or refresh date applied on the Site or on any related Site, should be taken to indicate that all information on the Site or on any related Site has been modified or updated.

Privacy Policy

Every member's registration data and various other personal information are strictly protected by the Redrock Software Corporation Online Privacy Policy (see the full Privacy Policy at <https://trac.cloud/privacypolicy>). As a member, you herein consent to the collection and use of the information provided, including the transfer of information within the United States and/or other countries for storage, processing or use by Redrock Software Corporation and/or our subsidiaries and affiliates.

End User License Agreement

The herein contained End User License Agreement (the "Agreement" or "License" or "EULA") shall be considered a legally binding agreement between you (an individual or an entity, hereinafter "Licensee" or "You" or "Your") and Redrock Software Corporation for the use of the specified software: TracCloud, which may include related printed material, media and any other components and/or software modules, including but not limited to required drivers (the "Product"). Other aspects of the Product may also include, but are not limited to, software updates and any upgrades necessary that Redrock Software Corporation may supply to You or make available to You, or that You obtain after the initial copy of the Product, and as such that said items are not accompanied by a separate license agreement or terms of use.

BY WAY OF THE INSTALLATION, COPYING, DOWNLOADING, ACCESSING OR OTHERWISE USE OF THIS PRODUCT, YOU ARE AGREEING TO BE LEGALLY BOUND BY THE HEREIN CONTAINED TERMS OF THIS LICENSE AGREEMENT. IF YOU DO NOT AGREE TO BE BOUND BY THE TERMS OF THIS EULA, YOU THEN HAVE NO RIGHTS TO THE PRODUCT AND SHOULD THEREFORE NOT INSTALL, COPY, DOWNLOAD, ACCESS NOR USE THE PRODUCT. THIS PRODUCT IS PROTECTED BY COPYRIGHT LAWS, AS WELL AS ANY OTHER INTELLECTUAL PROPERTY LAWS. THIS PRODUCT IS LICENSED AND NOT SOLD.