



ASO Hosting Agreement

August 2026



Table of contents

Term of the agreement	3
SDP responsibilities	3
Use of client data.....	3
Disclosure of client data.....	3
Explicit exclusions.....	4

Term of the agreement

The agreement has a term of one year, beginning on payment of the service. This agreement is not renewed automatically. Should no renewal agreement be concluded, SDP will cease all supply activities related to this contract on the anniversary date of the payment. A backup copy will then be provided to the client.

SDP responsibilities

- Provide an ASO hosting service (database and Web).
- Provide an ASO demo hosting service (database and Web).
- Select a service provider guaranteeing that data remains on Canadian soil.
- Select a service provider with a guaranteed uptime of 99 % or more.
- Configure 7-day backups, with a guarantee that these backups also remain on Canadian soil.
- Pay the licences for backup, antivirus, anti-malware, anti-ransomware and operating system software.
- Renew and install the SSL certificate protecting ASO.
- Maintain liability insurance of \$1M in force on the hosting service.

Use of client data

Client data will be used only to provide you with the online service, which includes actions aimed at preventing, detecting and correcting problems affecting the operation of the online service, and at improving features that involve detecting and protecting users against emerging and evolving threats, such as malware and spam. We will not use your client data, nor derive information from it, for advertising or other commercial purposes.

Disclosure of client data

We will not disclose client data to a third party (including a law enforcement entity, another government entity or a party to civil litigation, excluding our subcontractors) (a “third party”), unless you request it or the law requires it. We will comply with all laws applicable to the provision of online services in every country where we operate. We

will not provide any client data, nor give access to it, to a third party on a voluntary basis.

We will ensure that all our subcontractors comply with all the terms described herein. Furthermore, we assume full responsibility for any act or omission on the part of our subcontractors as if they were our own acts or omissions.

A “third-party request” is a request for a client's data from a third party.

This includes lawful search warrants, court orders, subpoenas and disclosure requests.

Explicit exclusions

The following items are explicitly excluded from this agreement:

- Any change request not included in this document, or exceeding the bank of hours for contingencies and requests during the year.
- Any software licence or subscription other than those mentioned herein.
- Any service not explicitly described in this offer of service.

ASO® is a registered trademark of SDP Inc.

© 2026 SDP Inc. All rights reserved.