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SEAtS ONE
AI Education Platform

SERVICE DEFINITION DOCUMENT

SEAtS Smart Space Utilisation and Sustainability Analytics Solution

Summary

Leverage your smart campus Wi-fi and BLE network, student attendance and engagement, with SEAtS Smart Space Analytics. Reduce Energy Costs by identifying energy and carbon waste on campus with our actionable insight dashboards and reports. Push live utilization data to building management systems. Build better, sustainable energy-efficient timetables.

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2 Introduction

2.1 Introduction

This document explains how SEAtS can help you use your smart campus Wi-fi and BLE network, student attendance and engagement, to generate energy cost and sustainability savings with SEAtS Smart Space Analytics. Save Energy by finding and reducing energy and carbon usage on campus with our useful insight dashboards and reports. Send live usage data to building management systems. Create better, sustainable energy-efficient timetables.

3 Service Description

3.1 Introduction

SEAtS is a web-based application that enables higher education institutions to better manage energy costs, student experiences, strategic campus planning and sustainability with actionable insights into space utilisation patterns on campus for students, staff and guests.

Feature	Description
SEAtS for Estates and Campus Management Teams	Delivers easy to use space utilisation dashboards and reports with actionable insights for Estates and Campus Management teams. Use these insights to change building opening hours and re-allocate rooms or automate by pushing real usage data to building management systems.
SEAtS for Timetabling Teams	Build better more efficient timetables with insights into actual room utilization and in-person and hybrid attendance patterns.
SEAtS for CIO's and Technology Teams	Leverage your smart campus investment or add smart campus capabilities to your existing wi-fi networks with SEAtS and generate value space

	energy cost reduction and substantiality insights.

3.2 Features of the System

The system provides the following features for the customer and its users:

3.2.1 Using the System

Feature	Description
Create, manage, and review space utilization dashboards and reports	Allows the customer to tailor space utilisation analytics to their specific needs.
Establish space usage patterns from multiple data sources including Wi-Fi and BLE Smart Networks, Access control systems and Student Attendance Management Systems.	Enables the customer to build a comprehensive profile of campus activity and utilisation.
Facilitates communication	Allows for communication of reports and alerts via email, SMS, or phone
Track status and progress	Enables the customer to monitor the status and occupancy of each teaching space in real-time or on a time series basis.

3.2.2 System Administration and Setup

The customer can use the admin console in the system to perform initial set-up and tailor the system and templates to meet their specific needs.

Feature	Description
Import users	Import staff and student users from existing databases, such as Microsoft Entra ID, and assign roles and permissions on an RBAC basis to End Users.
Customize templates	Change the user interface colours, logos, email templates, and standard document templates to match their brand-kit and to personalize communication materials.
Integration with Entra ID	Integrates with Microsoft Entra ID (formerly Azure Active Directory), a secure and reliable identity verification service for higher education institutions

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4 Terms of Service

4.1 Accessing Services

The customer may access paid subscription services in the first instance using the system user account provided in the welcome email pack. Further users can be added using (SSO) single sign-on integration such as Microsoft Entra ID or bulk import of staff or student users profile details.

4.2 Modification of Terms of Service

We may modify the Terms upon notice to The customer from time to time. The customer will be provided notice of any such modification by electronic mail or by publishing the changes on the website www.seatssoftware.com.

The customer may terminate the customer use of the Services if the Terms are modified in a manner that substantially affects The customer rights in connection with use of the Services.

The customer's continued use of the Service after notice of any change to the Terms will be deemed to be acceptance by the customer of the amended Terms.

4.3 Personal Information and Privacy

The SEAtS Privacy Policy later in this document explains how SEAtS handles the Personal Information that the customer gives to SEAtS through the Service. The customer agrees to the terms of the SEAtS Privacy Policy by choosing to use the Service. The customer and its agents must keep the customer username, password and other sensitive information secret.The customer is responsible for all actions that happen in the customer user account and the customer must tell us right away if the customer finds out that someone is using the customer user account without permission by email to support@seatssoftware.com or by calling any of our support numbers. We are not liable for any harm or loss to the customer or to any third party caused by any unauthorized access and/or use of the customer user account(s), or otherwise.

4.4 Customer Communications

By using the Services, the customer agrees to receive certain communications from SEAtS, such as service announcements, administrative messages and newsletters. The customer has the right to privacy, and we respect that by giving the customer the choice of unsubscribing from our newsletters. However, the customer cannot unsubscribe from service announcements and administrative messages without affecting the operations of this services.

4.5 Restrictions on Use of Service

As part of this Agreement, the customer agrees to not: (i) share or give access to the Services to anyone else; (ii) offer any service that uses the Services without getting written permission first; (iii) use the links to other websites without accepting their terms & conditions; (iv) show links to other websites or use their logo, company name, etc. without their written approval; or (v) use the Services for sending spam or doing anything unlawful.

4.6 Illegal Activity

The customer is responsible for the contents of their user's activity through on the subscribed services. The customer agrees not to use the Services for illegal purposes or for the transmission of material that is unlawful, defamatory, harassing, libelous, invasive of another's privacy, abusive, threatening, harmful, vulgar, pornographic, obscene, or is otherwise objectionable, offends religious sentiments, promotes racism, contains viruses, or that which infringes or may infringe intellectual property or other rights of another.

4.7 Suspension and Termination

SEAtS may stop customer user account or limit access to some or all of any Service if subscription fees are not paid, or if there is any possible illegal activity. The customer can ask for the suspension or limitation of user accounts to be reversed by emailing support@seatssoftware.com within thirty days of being notified about the suspension.

4.8 Data Ownership

The customer has the right to own the content that they create or store. The customer's content belongs to the customer. SEAtS cannot use, reproduce, adapt, modify, publish or distribute the customer's content for its own commercial, marketing or any similar purpose without the customer's specific permission. However, the customer allows SEAtS to access, copy, distribute, store, transmit, reformat and display the contents of their user account as needed to provide the Services to the customer.

4.9 Copyright and Confidentiality of User-created content

When The customer creates and shares or publishes any content through the Services, The customer is fully accountable for that content and its consequences. Any content that is public can be viewed and indexed by anyone on the internet, including search engines. The customer needs to ensure that their employees do not expose any private content to the public by mistake.The customer agrees not to use, copy, reproduce, distribute, transmit, broadcast, display, sell, license or exploit any third-party content for any other purpose, unless the customer has the written permission of the owner of that content. If the customer encounters any content that has any copyright notice(s) or copy protection feature(s) while using any of the Services, the customer agrees not to remove or disable them.By making any

content that is copyrighted or can be copyrighted available on any of the Services, the customer confirms that the customer has the consent, authorization or permission from every person who may have any rights in that content to make it available in that way. When The customer uses any of the Services and shares or publishes any content using that Service, the customer is responsible for making sure that nothing stored in the service user account is illegal or infringes on any third-party rights. To report any content that is illegal or infringes on any third-party rights that is shared or published using the Services, please contact the SEAtS Support Team.All non-public information that belongs to Customer or its affiliates and is either marked as confidential or should reasonably be considered confidential because of what it is or how it is disclosed shall be considered customer confidential. The obligations defined in this Section will continue even after the Agreement ends for any reason.

5 Onboarding Services from SEAtS Software

5.1 Introduction

SEAtS provide onboarding support for new customers who sign up for the service. The onboarding support includes:

Onboarding Steps	Description
Welcome Email	A welcome email with the login details and the user guide for the service
Walkthrough Session	A walkthrough session with a SEAtS Software representative to walk you through the features and functionalities of the service
Configuration Session	A configuration session with a SEAtS Software representative to help you set up the SEMC policies, criteria, deadlines, and workflows for your institution
Training Session	A training session with a SEAtS Software representative to train your staff and students on how to use the service
Support	A support email and phone number to contact SEAtS Software for any questions or issues during the onboarding process
Limitations	Cannot modify core features, functionalities, underlying code or architecture

6 Customer Service Information

6.1 Measuring Service Levels

SEAtS aim to provide a high-performance service that meets the needs and expectations of the users. The service has the following performance indicators:

Service Metrics	Value
Average response time	Greater than 2 seconds and up to 15 seconds depending on the page request (detail reports vs summary reports for example)
Average error rate	Less than 0.1%
Monthly availability	More than 99.9%
Monthly uptime	More than 720 hours
Monthly downtime	Less than 0.5 hours
Support hours	Monday to Friday from 9:00 AM to 5:00 PM UTC excluding public holidays and weekends

6.2 Obtaining Support

SEAtS provides support for the service via the following channels:

- Email: support@seatssoftware.com
- Web: https://support.seatssoftware.com

6.3 Hours of Service and Configuration Options

Information	Details
Maintenance Window	Every Sunday from 2:00 AM to 4:00 AM UTC
Service Availability	May be unavailable or have reduced functionality during maintenance window
Notification	SEAtS Software will notify in advance of any planned maintenance activities
Customisation to Customer Requirements	SEMC policies, criteria, deadlines, workflows, email and document templates, branding, logo, colour scheme

6.4 Service Level Objectives

SEAtS aims to provide a high-quality support service that resolves the issues and queries of the users. The service has the following support indicators:

Support Metric	Value
Average Response Time	less than 4 hours
Average Resolution Time	less than 24 hours
Average Satisfaction Rate	more than 90%

7 Post-sales support

7.1 Introduction

SEAtS offer comprehensive post-sales support for the service to ensure the continuous satisfaction and success of the customers. The after-sales support includes:

After Sales Support	Description
Customer Success Manager	A dedicated account manager who will be your primary point of contact for the service
Quarterly Review Meeting	A quarterly review meeting with your account manager to discuss the performance, feedback, and improvement of the service.
Annual Renewal Meeting	A yearly renewal meeting with your account manager to renew your subscription and contract for the service.
Regular Newsletter	A regular newsletter with the latest updates, news, and tips for the service
Online Community Forum	An online community forum where you can interact with other customers and SEAtS Software representatives, share your experiences and best practices, and get answers to your questions.

8 Any technical requirements

8.1 Overview

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SEAtS is a web-based application that can be accessed from any device with a web browser and an internet connection.

SEAtS supports the following web browsers:

Browser	Version
Google Chrome	latest version
Mozilla Firefox	latest version
Microsoft Edge	latest version
Safari	latest version

SEAtS requires as a minimum the following minimum bandwidth and speed for the service:

Download Speed	Upload Speed	Latency
5 Mbps	2 Mbps	100

N.B. Students can download the SEAtS Student App on their mobile device and use it to make an application by logging in with their official student email address.

9 Outage and Maintenance Management

9.1 Overview

SEAtS monitor the service 24/7 for any outages, incidents, or anomalies that may affect the service.

SEAtS Software will notify you as soon as possible of any unplanned outages or incidents that may impact the service, and provide you with the estimated time of resolution and the status updates.

10 Information and Cyber Security

10.1 Introduction

At SEAtS, security is one of our core values and we have implemented a comprehensive range of measures, technologies and policies with our data centre partners to help protect The customer data. Below are some of the ways and methods we have used to help maintain the security of The customer data. Our security measures are split into four different areas: Physical Security; Network Security; People Processes and Redundancy and Business Continuity.

10.2 Physical Security

Our datacentre partners are hosted in secure facilities in locations that are protected from physical and logical attacks.

Security Measure	Details
Security Guards	Private security guards present all the time, every day of the week, every day of the year.
Night Vision Cameras	7x24x365 video surveillance with night vision capabilities.
Restricted Access	Only a small number of pre-approved personnel can enter the SEAtS data centres.
Double Authentication	Two types of authentications are required, including proximity ID card, biometrics, and or/a security guard challenge.
Anonymous Locations	SEAtS servers are in nondescript, undisclosed locations that make them less attractive as a target for an attack.

10.3 Network Security

We take network security seriously and use various tools and methods to protect The customer data from sophisticated electronic attacks. The following is a summary of some of our network security practices. We are intentionally vague to prevent attack. If The customer organization requires more information on our network security, please contact us.

Security Feature	Description
128/256-bit SSL	The data that travels between the customer computer and our servers is encrypted with strong 128-bit keys to minimize data interception risks.
IDS	Our network has firewall and intrusion detection systems.
Control and Audit	All accesses are regulated and audited.
Secured OS	SEAtS applications operate within secure operating system environments that are designed for security.
Virus Scanning	Traffic that enters SEAtS Servers is automatically scanned for malicious viruses using up-to-date virus scanning software.

10.4 People Processes

The data centre infrastructure requires not only technology but also a methodical approach to processes. This includes rules for escalation, management, knowledge sharing, risk, and daily operations.

Category	Details
Employee Selection	We only give access to our data centre data to employees with the highest clearance. We keep track of employee access and enforce strict password policies. We restrict access to customer data to a few of these employees who need it to provide support and troubleshooting on behalf of our customers.
Audits	We regularly perform audits and management reviews of the whole process.
As-Needed Basis	We only access data centre information and customer data when necessary, and only with the customer's approval (e.g. during a support incident), or by senior security management to provide support and maintenance.

10.5 Redundancy, Business Continuity and Disaster Recovery

A basic principle of cloud computing is the recognition and expectation that computer resources are not always reliable. We have built our software and implemented systems and infrastructure with that in mind. The table below illustrates the different mitigation in place at both SEAtS and our data centre partners.

Feature	Details
Hosting	SEAtS Applications use the safe Microsoft Azure Cloud platform for Data Hosting. By default, data hosting happens in the customer's own country or in the EEA (European Economic Area) if their own country does not have the service.
Availability	Microsoft Azure Cloud platform provides high availability, scalability, and security for the service.
Data Backup	Data is backed up daily and stored in a secure location for at least 30 days

Data Restore	In the event of a data loss, a data restore from the latest backup can be requested within 24 hours
Disaster Recovery	SEAtS has a disaster recovery plan that ensures the service can be restored within 4 hours in the event of a major incident. The plan is tested quarterly and updated as needed
Business Continuity	SEAtS has a business continuity plan that ensures the service can continue to operate in the event of a minor incident. The plan is reviewed annually and updated as needed
Power Redundancy	Data centres used by SEAtS configure their servers for power redundancy – from power supply to power delivery. UPS Redundancy is N+1.
Internet Redundancy	SEAtS Data Centres typically use multiple Tier-3 ISPs. So if any one fails or experiences a delay, the customer can still reliably get to the customer applications and information.
Geo Mirroring	Customer data can be mirrored in a separate geographic location for Disaster Recovery and Business Continuity purposes. Please note geo mirroring is only available on selected products and plans.
Fire Prevention	The SEAtS data centres are guarded by industry-standard fire prevention and control systems.
Data Protection & Back-up	User data is backed up periodically across multiple servers, helping protect the data in the event of hardware failure or disaster.

10.6 Further Information

While we cannot list all the details of our infrastructure for security reasons, SEAtS security practices, policies and infrastructure are proven and reliable. For more information about SEAtS and our Security please contact our support team at this email address support@seatssoftware.com.

11 Privacy Policy

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11

11.1 Overview

At SEATS, we respect the customer privacy online and take appropriate steps to safeguard any Personal Information that the customer may share with us. Our practice regarding the use of the customer Personal Information is as follows in this Privacy Policy Statement.

The customer consent to the terms of the Privacy Policy Statement as it may be changed from time to time. In the event of a significant change, we shall notify the customer via email or by means of a noticeable notice on the website. This Privacy Policy Statement applies only to the services provided by SEAtS Software at https://customerid.seats.cloud.

SEAtS Software Limited operates under the governance of European Data Protection. Our systems and processes are open for inspection by the relevant data protection authorities within our operating markets by appointment.

11.2 Information Recorded and it's Use

During the registration process for creating a user account, we typically request the customer's name and email address. The customer will also be asked to provide/generate a unique username and a password, which will be used solely for the purpose of providing access to the customer user account. The customer name and email address will be used to inform the customer regarding new services, releases, upcoming events and changes in this Privacy Policy Statement. 11.3 Usage Details The customer usage details such as time, frequency, duration and pattern of use, features used, and the amount of storage used will be recorded by us in order to enhance the user experience of the SEAtS services and to help us provide the best possible service.

11.3 Contents of the User Account

We store and maintain employee data, time-sheet data, absence details, and other data stored in user account at our facilities. In order to prevent loss of data due to errors or system failures, we also keep backup copies of data including the contents of user account(s). Hence the customer files and data may remain on our servers even after deletion or termination of the customer user account for a period of time. We assure the customer that the contents of user account(s) will not be disclosed to anyone and will not be accessible even to employees of SEAtS except in circumstances specifically mentioned in this Privacy Policy Statement and Terms of Service.

11.4 Financial Information

We will keep your bank and other financial information that you give us when you pay for subscriptions safe in our financial systems and records and only use it for that specific purpose.

11.5 Visitor Details

When accessed by users in the normal course of their work or study our platform logs information about the location, device, browser type, browser language, referring URL, files accessed, errors generated, time zone, operating system and other details of our visitors. We use this information to analyse the trends, manage the website, verify user activities, and improve performance and overall user experience. This information is used to support cyber-security processes and to authenticate users who request access to the service. Users should be cautious when clicking on third-party browser links that are stored by users in documents or notes.

11.6 Sharing Information

We only give Personal Information to our affiliates, service providers and business partners when it is necessary for them to deliver and process this Service or related data processing, cyber-security and communications messaging to our Customers. When we do that, SEAtS ensures that they follow this Privacy Policy Statement and have proper confidentiality and security measures. If anyone outside SEAtS requests Personal Information for any reason that is not directly related to providing SEAtS Services to the customer, we will inform the customer in writing and direct the requester to the customer. The current list of these third parties is as follows, Microsoft, Google, Cloudflare, Vonage and Mix panel. Information is shared only when needed to carry out some of the information processing required to deliver our services. The information shared is limited to the scope of that processing.

11.7 Information Security

We use data collection, storage and processing practices and security measures that suit the industry standards, as well as physical security measures to prevent unauthorized access, alteration, disclosure or destruction of the customer Personal Information, username, password, transaction information and data stored in the customer user account. All SEAtS staff have signed confidentiality agreement and received training on data security, cyber security and their data privacy obligations.

11.8 Customer Options

To use our SEAtS Services, the customer needs to register and provide Personal Information. If the customer does not provide their Personal Information, we cannot offer them the SEAtS Services. We also give the customer the option to stop receiving mail from us, but that means they will miss out on email notifications of new services, releases, upcoming events and changes to the Privacy Policy Statement if they choose to stop all messages from SEAtS. If we want to use customer Personal Information for any other purpose than what we stated in this Privacy Policy Statement, we will provide an effective way for the customer to say no to the use of Personal Information for those other purposes. The customer can stop getting newsletters and other secondary messages from SEAtS by clicking the ‘unsubscribe’ link in every message we send.

11.9 Accessing, Updating and Removing Personal Information

Users have the ability to access their Personal Information. They can make changes or deletions to any such Personal Information by logging into their user account or by getting in touch with the SEAtS support team. It may take up to 48 hours for the changes to be effective. We reply to all inquiries within 30 days.

11.10 Investigation of Illegal Activity

If we suspect any cyber-security or illegal activity or any breach of the terms and conditions for using SEAtS Services, we may have to share customer Personal Information and user account(s) data with our employees and service providers to investigate. However, SEAtS will make sure that such sharing is in line with this Privacy Policy Statement and protected by suitable confidentiality and security measures.

11.11 Enforcement of Privacy Policy

SEAtS strive to use Personal Information provided by the customer in accordance with this Privacy Policy Statement, and review this regularly. If customers have any issues with how we follow this Privacy Policy Statement or how we use Personal Information to provide SEAtS Services, please contact the SEAtS Support Team.

11.12 Notification of Changes

Any changes to the Privacy Policy Statement will be reflected on our website, so that customers can be informed of any changes in the kind of information we collect, and how we collect, use and share it. We will issue an updated privacy policy to reflect any significant changes in the nature and scope of our data processing.