

# Lucidlink Collaborative Cloud Platform – Service Definition

## LucidLink v3 Enterprise *'the new LucidLink'*, from Jigsaw24

### 1. Service overview

LucidLink Cloud File Storage is a software-as-a-service (SaaS) solution that provides users with secure, high-performance access to shared files stored in the cloud, without the need to download or synchronise full datasets locally.

The service is designed for organisations that require collaborative access to large files and datasets, including media, engineering, research, and professional services teams working across multiple locations.

The service solves the problem of distributing, accessing, and collaborating on large volumes of data by presenting cloud hosted storage as a standard local drive, enabling users to work on files in real time, while data remains centrally stored and managed.

### 2. Service scope and functionality

#### Included as standard

- Cloud hosted file storage managed by -LucidLink
- A virtual file system that mounts as a network drive on supported user devices
- On-demand file access, streaming only required- file segments
- Concurrent multi-user access to shared files
- Encryption of data in transit and at rest
- Role based- access controls for users
- Administrative management console
- Audit and activity logging

#### Prerequisites and dependencies

- An active internet connection for all users
- Supported client operating systems (Windows, macOS, and Linux)
- Buyer managed end-user- devices

#### Limitations and constraints

- The service does not provide end-user- hardware or devices
- The service does not include application software beyond the LucidLink client
- Performance is dependent on network connectivity and bandwidth

### 3. Service delivery model

The service is delivered as Software as a Service (SaaS).

LucidLink hosts and manages the underlying cloud infrastructure, storage platform, and service components. Buyers access the service via a client application installed on user devices, which connects securely to the LucidLink cloud environment.

### 4. Onboarding and implementation

#### Order and service commencement

Once an order is placed, a LucidLink service environment is provisioned for the buyer. Alternatively, Jigsaw24 converts a buyer's existing trial account into a permanent, paid instance.

Typical service commencement occurs within agreed onboarding timescales following order confirmation.

**Onboarding activities**

- Customer can set up a free trial account - <https://app.lucidlink.com/register>
- Creation of the buyer's LucidLink file space (customer action)
- Jigsaw24 then provision capacity & user entitlements, in line with contracted requirements
- Configuration of initial administrative access (customer-led, with support from LucidLink & Jigsaw24 teams)
- Provision of client software for user installation

**Buyer responsibilities**

- Installation of the LucidLink client on user devices
- Configuration of users and access permissions
- Migration of existing data into the service, if required

**5. Service management and support**

LucidLink provides ongoing service management and technical support for the platform.

**Support provision**

- Support is provided during published support hours
- Support requests are submitted through the designated support channels

**Incident management**

- Incidents are logged, categorised, and prioritised
- Response and resolution are managed in line with defined support targets
- Escalation procedures are in place for unresolved incidents

**6. Service levels and performance****Availability**

The service is designed to be highly available, with defined availability targets measured over a monthly period. Current global service status, past incidents and analytics are publicly reported and available to view with the following URL: <https://status.lucidlink.com/>

**Performance monitoring**

- Continuous monitoring of service availability and platform health
- Proactive identification and resolution of service issues

**Reporting**

- Service performance information is available to administrators
- Data & analytics available to system administrators
- Incident and availability reporting is provided on request

**7. Data handling and security****Data storage and processing**

- Data is stored and processed within cloud data centres used by the LucidLink service
- Data locations are selected to support compliance with UK data protection requirements
- Workspaces can be configured & hosted in different countries ensuring data locality & conformance with data sovereignty.

**Security controls**

- Full encryption of data in transit and at rest
- Logical separation of customer data
- Role--based access controls and authentication

**Data protection**

- LucidLink operate a 'zero knowledge, zero trust' architecture
- The service is operated in alignment with UK GDPR requirements
- LucidLink acts as a data processor, with the buyer retaining data controller responsibilities

**8. Exit management and offboarding****Data retrieval**

- Buyers can extract their data from the service using standard file access mechanisms prior to service termination

**Service termination**

- Unless agreement has been reached prior to the end of a contracted service end date, services will be suspended shortly after the end of contracted term.
- Upon termination, access to the service is disabled in line with agreed notice periods.

**Data deletion**

- Customer data is securely deleted from the service following confirmation of exit, in accordance with defined retention and deletion procedures.
- Data deletion (including the deletion of backup snapshots) before the end of a contractual term is the responsibility of the end user.

**Exit support**

- Reasonable assistance is provided to support data extraction and service transition during the exit period