

Data Access and Handling

An agreement about your store's records, written to be read.

Between Backline Ops LLC, a North Carolina limited liability company
And _____ (“you”, “your store”)
Date _____

This is written in plain English on purpose. It is meant to be read and understood, not filed away. Both of us should have an attorney read it before either of us signs.

1. Who owns what

Your data is yours.

Every record your team creates in the Hub belongs to your store. Schedules, HR records, write-ups, evaluations, training progress, financial figures, photos. All of it.

It lives in a database that belongs to your store and holds no other store's records. Your store is never mixed in with anybody else's.

You can export all of it in a readable format whenever you ask. You do not need a reason and you do not need my permission.

Your web address is yours.

You buy it and you own it. If we stop working together you keep it and you can point it wherever you want.

The software is mine, and so is running it.

The Hub is licensed to your store for as long as we work together. I own the code and I host it, which is why you never manage a server or track a separate hosting bill. What it costs to run is included in what you pay me.

If we stop working together, you keep your data and your web address. The software stops.

2. What I can access

I need access to build and support your Hub. I want to be straight about what that means.

- I can see the data in your database. That includes your team's records.
- I am not going to tell you I cannot see it. That would not be true, and you would be right not to trust anyone who said it.
- I run the systems your Hub sits on, so my access is not something you switch on and off day to day. What you can do at any time is ask for all of your data, or ask me to stop. Both are covered below.
- I do not hold logins to anything else of yours. If I ever ask for a password to one of your own systems, something has gone wrong. Say no.

3. What I will not do with it

- I will not look at your data except to build, fix or support your Hub.
- I will not share it with anyone. Not another store, not a vendor, not Chick-fil-A, not anyone else.
- I will not use it to train anything, sell anything, or benchmark your store against another one.
- I will not discuss anything I see about a specific member of your team with anyone outside your store.
- If I ever want to use something from your store as an example, I will ask you first and you can say no.
- If anyone else is ever going to have access to support your Hub, I will tell you their name before they do.

4. When either side stops

Either of us can stop with 30 days' notice, for any reason.

- You get a full export of everything in your store's database, in a readable format, before the last day.
- Your web address stays yours. Nothing about it changes.
- Your database is either handed over to an account you name, or deleted. Your choice, and I will ask you which.
- I keep no copy of your data afterwards. Any working copy made while building or troubleshooting is deleted.
- The software stops running. That part is mine.

5. If something goes wrong

- If I find out your data has been exposed or reached by someone who should not have it, I will tell you within 24 hours of knowing.
- I will tell you what happened, what was affected, and what I am doing about it. Even if the cause was mine.
- I will not wait until I have a full picture before telling you. You will hear it from me first.

6. What this does not cover

- This is not a support contract and it is not the pricing agreement. Those are separate.
- This does not make me responsible for your store's own obligations about employee records. Your store remains responsible for its own compliance.
- If anything here conflicts with a later written agreement between us, the later one wins.

Signed

For the store

Name

Backline Ops LLC

By: Brian Matthew Jackson II

Title

Managing Member

Date

Date