



# **Product Specific Terms Salesforce Connector**

Last Updated: 22-01-2025

THESE PRODUCT SPECIFIC TERMS SALESFORCE CONNECTOR ARE INCORPORATED INTO THE AGREEMENT UNDER WHICH NITRO HAS AGREED TO PROVIDE THE SERVICES AND APPLY IF YOU HAVE SIGNED UP FOR THE SALESFORCE CONNECTOR (AS DEFINED IN SECTION 1 BELOW) AS SET OUT IN THE ORDER FORM WHICH ALSO INCORPORATES THE [TERMS OF SERVICE FOR NITRO SIGN ENTERPRISE VERIFIED AND NITRO IDENTITY HUB](#).

PLEASE VISIT OUR [GENERAL PRODUCT SPECIFIC TERMS PAGE](#) IF YOU ARE LOOKING FOR OTHER PRODUCT SPECIFIC TERMS APPLICABLE TO OTHER SPECIFIC NITRO SERVICES.

## 1. Definitions

Capitalized terms used in these Product Specific Terms Salesforce Connector and not separately defined herein, shall have their respective meanings ascribed to such terms in the [Nitro Terms of Service for Nitro Sign Enterprise Verified and Nitro Identity Hub](#). As used in these Product Specific Terms Salesforce Connector, the following terms shall have the following meanings:

"Salesforce Connector" has the meaning given in Section 2.1;

## 2. Salesforce Connector

- 2.1. Nitro developed a connector ("Salesforce Connector") enabling Customers to connect their Salesforce environment to Nitro Sign Enterprise Verified. Besides the Nitro Terms of Service, the terms and conditions of these Product Specific Terms Salesforce Connector apply when using the Salesforce Connector. By signing the Order Form (or any other part of the Agreement) referencing the Salesforce Connector as part of the Services, Customer agrees to these Product Specific Terms Salesforce Connector.
- 2.2. The Salesforce Connector is available via the [Salesforce AppExchange](#) and may only be used by Customer after signature of the Order Form (or any other relevant part of the Agreement) referencing the Salesforce Connector as part of the Services. Unless otherwise explicitly agreed, it is Customer's responsibility to configure the Salesforce Connector. The Salesforce Connector is hosted by Salesforce and Customer acknowledges Nitro has no ability to influence or impact on the availability of the Salesforce Connector.
- 2.3. Customer acknowledges and agrees the scope of these Product Specific Terms Salesforce Connector is limited to the Salesforce Connector proprietary to Nitro and that Customer has to subscribe to other Salesforce services directly with Salesforce in order to benefit from a working integration. It is the Customer's sole responsibility to ensure a proper subscription to the relevant Salesforce services.



- 2.4.** Customer's usage of the Salesforce Connector is subject to the payment of additional fees, as set out in the relevant Order Form (or any other relevant part of the Agreement). All fees related to the Salesforce Connector can be adjusted throughout the Term of the Agreement if such price adjustment is based upon objective (external) purposes. Nitro shall in such case inform Customer upfront of any pricing adjustment which will apply to the fees Nitro is invoicing to Customer. In the event Customer does not agree to such price adjustment, Customer shall have the right to deactivate the usage of the Salesforce Connector by given written notice to Nitro within a period of thirty (30) days after such notification of price adjustment was notified to Customer. Such deactivation will in no case affect the existence of the Agreement as such (which will remain in full force).
- 2.5.** Nitro reserves the right to modify these Product Specific Terms Salesforce at any moment in time by notifying Customer. Such modification might for example be required due to changes and/or updates pushed by Salesforce or due to regulatory changes. In the event Customer objects to the applicability of such new updated Product Specific Terms Salesforce Connector, Customer shall immediately cease the use of the Salesforce Connector and will inform Nitro in writing within thirty (30) days after Nitro notified the Customer of the updated Product Specific Terms Salesforce Connector. Nitro shall in such case have the right to deactivate the Salesforce Connector without any liability for Nitro (as applicable).

### 3. Support

In the event an Incident (as defined in Nitro's Service Level Agreement) occurs related to Salesforce Connector, Customer may contact Nitro's support desk following the procedure set out in Nitro's Service Level Agreement. Nitro shall act as Customer's single point of contact for supporting the Salesforce Connector. Customer will not contact Salesforce directly. Depending on the circumstances, a third party provider may however communicate directly with Customer.

### 4. Termination

As Nitro relies on third party providers for the provisioning of the Salesforce Connector, Nitro reserves the right to deactivate the Salesforce Connector (and to terminate these Product Specific Terms Salesforce Connector) at any moment in time upon giving written notice to Customer if such deactivation or termination is deemed necessary (for example in case the cooperation between Nitro and such third party provider is terminated or in case the third party provider ceases the support of the Salesforce Connector). Nitro shall not be liable for any damages in case of such deactivation or termination, but shall however (pro rata) refund to Customer any usage fees paid upfront (if applicable) for the Salesforce Connector by Customer to Nitro related to the period after the effective date of deactivation for which Customer has paid for the Salesforce Connector but during which it was no longer available due to such deactivation.



## 5. Processing of customer data

In order to ensure integration between Customer's Salesforce environment and Nitro Sign Enterprise Verified, Customer instructs Nitro to interchange Customer Data with Salesforce. Customer Data is shared via the Salesforce Connector between Customer's Nitro Sign Enterprise Verified environment and the Customer's Salesforce environment and implies Customer Data being transferred and processed outside the Customer's Salesforce environment. In this respect Customer Data may be processed by Nitro and its Subprocessors. Customer acknowledges and agrees Salesforce is not responsible for the privacy, security, or integrity of Customer Data which is processed outside the Customer's Salesforce environment.

## 6. Trial subscription

Customer can opt for a trial account in order to test and evaluate the Salesforce Connector. Trial accounts shall be made available for a maximum of thirty (30) days, unless otherwise explicitly agreed in writing. When Customer subscribes to a trial account, its registration information will be shared with Salesforce, who shall process such information as set out in Salesforce's privacy policy, available via [www.salesforce.com](http://www.salesforce.com).

## 7. Liability

For the avoidance of doubt, and without prejudice to any specific (more extensive) limitation of Nitro's liability as set out in these Product Specific Terms Salesforce Connector, the Section in respect of limitation of liability in the Nitro Terms of Service shall also be applicable to these Product Specific Terms Salesforce Connector and the services made available pursuant to the Product Specific Terms Salesforce Connector.

[END OF PRODUCT SPECIFIC TERMS SALESFORCE CONNECTOR]

