

OneHSN Terms of Use

Welcome to OneHSN. These Terms of Use ("Terms") govern your access to and use of OneHSN websites, portals, software applications and online services (collectively, the "Services"). By accessing or using the Services, you agree to comply with these Terms. If you do not agree with these Terms, you must not access or use the Services.

1. Purpose

OneHSN provides digital solutions that support the administration of child care and related services for families, child care providers, Designated Service Managers, municipalities and other authorized organizations.

The Services are intended solely for authorized business and operational purposes.

2. Authorized Users

Access to the Services is limited to individuals who have been authorized by a subscribing organization or by OneHSN.

Each user is granted a limited, non-exclusive, non-transferable licence to access the Services solely for the administration of authorized child care programs.

User accounts may not be shared.

Users are responsible for maintaining the confidentiality of their login credentials and for all activity occurring under their accounts.

3. Third-Party Access

Organizations may not provide access to the Services to third parties unless such access is required for legitimate operational purposes and has been authorized by OneHSN where required.

Without the prior written consent of OneHSN, users and subscribing organizations shall not permit access to the Services by:

- software vendors;
- software developers;
- systems integrators;
- technology consultants;
- implementation partners;
- artificial intelligence providers;
- competitors;

- or any other person or organization whose purpose includes evaluating, documenting, analyzing, reverse engineering, benchmarking, replicating, replacing or developing software or services based upon the Services.

Organizations remain responsible for all actions performed by users they authorize. OneHSN reserves the right to refuse, suspend or revoke access where it reasonably believes access is inconsistent with these Terms or may compromise the security or proprietary interests of OneHSN.

4. Intellectual Property

All software, source code, object code, databases, APIs, screen layouts, page designs, workflows, business processes, functionality, documentation, reports, graphics, text, logos, trademarks, implementation methodologies, training materials and all other content comprising the Services are owned by or licensed to OneHSN and are protected by applicable intellectual property laws.

Nothing contained within the Services transfers ownership of any intellectual property rights to any user or subscribing organization.

5. Permitted Use

Users may use the Services only:

- for their intended operational purpose;
- in accordance with applicable laws;
- in accordance with their organization's authorization; and
- in compliance with these Terms.

6. Prohibited Activities

Users and organizations shall not:

- copy, reproduce or redistribute any portion of the Services;
- modify or create derivative works;
- reverse engineer, decompile or disassemble the Services;
- copy or imitate the design, workflows, functionality, screen layouts or organization of the Services;
- use the Services to develop competing software or services;
- conduct benchmarking without written permission;
- record demonstrations for purposes other than internal operational training;
- use screenshots, documentation or workflows for commercial purposes;
- remove copyright notices;

- circumvent security measures;
- interfere with the operation of the Services;
- attempt unauthorized access;
- use the Services in violation of applicable law.

7. Automated Access and Artificial Intelligence

Users may not use robots, spiders, crawlers, scrapers, browser automation tools, artificial intelligence systems, machine learning tools, large language models, automated agents or similar technologies to:

- harvest data;
- extract information;
- analyze workflows;
- reproduce functionality;
- generate competing documentation;
- train artificial intelligence models;
- create derivative products;
- or otherwise access the Services in an automated manner,

without the prior written consent of OneHSN.

8. Confidential Information

Certain information contained within the Services may be confidential or proprietary. Users shall protect confidential information and shall not disclose or distribute such information except as required in the ordinary administration of authorized child care programs.

9. Privacy

Collection, use and disclosure of personal information is governed by the OneHSN Privacy Policy and applicable privacy legislation.

10. Availability

OneHSN will make reasonable efforts to maintain the availability of the Services but does not guarantee uninterrupted access.

Scheduled maintenance, upgrades and unforeseen events may temporarily affect availability.

11. Security

Users shall:

- maintain secure passwords;
- promptly report suspected unauthorized access;
- not share credentials;

- comply with applicable security requirements.

12. Suspension or Termination

OneHSN may suspend or terminate access where:

- these Terms have been violated;
- access is unauthorized;
- security has been compromised;
- continued access may adversely affect the Services;
- access is being used to improperly obtain or exploit proprietary information.

13. Disclaimer

The Services are provided on an "as available" basis.

While OneHSN makes reasonable efforts to maintain accurate and reliable Services, OneHSN makes no warranties except as expressly provided in applicable agreements.

14. Limitation of Liability

To the maximum extent permitted by law, OneHSN shall not be liable for indirect, incidental, consequential or special damages arising from use of the Services.

15. Changes

OneHSN may modify these Terms from time to time.

Continued use of the Services constitutes acceptance of the updated Terms.

16. Governing Law

These Terms are governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein.

17. Contact

Questions regarding these Terms may be directed to:

OneHSN

support@onehsn.com

www.onehsn.com

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