

Cintra SFTP Service

Agreement and Request of Access

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Document for public distribution ✓

Table of Contents

How to use this document.....	3
Nomenclature	3
Intended audience	3
Terms of Service.....	4
Customer’s Request of Access	5
Organisation.....	5
Technical Contacts.....	5
Primary contact.....	5
Secondary contact	5
Tertiary contact	5
User accounts	6
Permitted IPv4 addresses.....	6

How to use this document

- Pages 3 and 4 detail nomenclature, the document's intended audience and the terms of service, which apply alongside the standard SLA from Cintra HR & Payroll Services
- Pages 5 and 6 contain the sections that must be completed in full for your access request to be considered and set up

Nomenclature

- *You* refers to the person(s) completing this document and the wider organisation for which they're completing it on behalf of
- *Cintra* refers to Cintra HR & Payroll Services Ltd
- *'The service'* shall refer to the SFTP Service and all Cintra managed infrastructure used to deliver the service to you

Intended audience

This document has been written with your organisation's technical staff in mind, as it requests necessary information about the organisation you work for and its infrastructure in order to deliver the SFTP service. Please ensure this reaches your IT Department or network administrators.

Terms of Service

The following terms of service apply to the SFTP Service, to which Cintra HR & Payroll Services provide to our customers. This applies alongside our standard SLA but in the case of a conflict, the ToS below takes precedence.

1. You are responsible for any activity that occurs under your account and for all content hosted within your private directory
2. The username and password(s) we provide to you, as well as all connection information, must not be shared with anyone outside of your organisation without prior written consent from Cintra
3. You must not upload, transmit or otherwise distribute any content that is unlawful, abusive, and fraudulent or is knowingly or wilfully malicious (e.g. contains a virus)
4. Our SFTP service employs an on access anti-virus and anti-malware engine, which will scan all files uploaded to the service. If an infected – or suspected – file is detected, it will be removed autonomously without notification
5. Accordingly with point 3 above, we reserve the right to remove any content at our discretion without prior warning
6. You and your organisation are responsible for the set up and maintenance of the connection to our SFTP service. The Cintra IT team may provide assistance on a best endeavour basis and will not be held accountable within the standard Support SLA
7. Certain file extensions are blocked by the service and any attempt to upload a blacklisted file type will result in an error. The blacklist contains file types such as .exe, .ps1, .bat, .js and .com. We do not make exceptions to the blacklist.

Cintra reserves the right to update these Terms of Service in the future. Any changes to these terms will be sent to the named Technical Contacts, below, and we will assume automatic acceptance after thirty (30) days of the message being sent. If you do not agree to the change in terms, please let us know in writing and your account(s) will be disabled.

Customer's Request of Access

Organisation

Technical Contacts

The IT Department at Cintra will only communicate login credentials, access information and account management requests from the named contacts below. We recommend you provide at least two contacts, in case one of them is unavailable.

If you wish to amend this list, please submit a revised copy via the [Cintra Secure Portal](#).

Primary contact

Full name:

Position:

Email address:

Telephone number:

Secondary contact

Full name:

Position:

Email address:

Telephone number:

Tertiary contact

Full name:

Position:

Email address:

Telephone number:

User accounts

Each user account will include a mandatory prefix, set by Cintra. Please outline how many separate SFTP accounts you require, with a short description as to their intended use(s). For example, you may wish to have separate accounts for production and unit testing of an interface.

Number of accounts required:

Intended use(s):

Permitted IPv4 addresses

Our SFTP service uses IPv4 address filtering to strengthen security. For any site that requires access on behalf of this organisation, please list the static IPv4 addresses here.

One IPv4 address per line.

If you wish to amend this list, please submit a revised copy via the [Cintra Secure Portal](#).

Authorisation

I declare that I am authorised to submit this information to Cintra, on behalf of the organisation named on page 2, for the sole purpose of setting up and using the service. This data will be processed by Cintra and held for the duration of the service being provided.

Full name:

Position:

Signatory:

Date: