



Purpose

This cover note explains the documents that form the Senso.cloud commercial and legal framework. It is not intended to replace the operative Terms or Order Form.

Contract framework

- The Order Form captures the customer-specific commercial details, including selected Senso Offering(s), subscription fee, subscription term, licensed capacity and affiliates.
- The Senso Terms of Service and End User Licence Agreement govern use of the Senso Offering(s), except to the extent expressly varied in an accepted Order Form.
- The Related Documents referenced by the Terms include the Support Service SLA, Renato Privacy Notice, Business Continuity and Disaster Recovery Policy, Senso Security Datasheet and website terms of use.
- Together, the accepted Order Form, Terms and Related Documents operate as the master customer contract pack unless a separate negotiated master agreement is agreed.

When a separate MSA may be needed

- A customer requires its own negotiated master agreement.
- A public sector or enterprise procurement framework mandates a prescribed agreement.
- Special liability, indemnity, data residency, insurance or audit obligations are requested.
- The transaction involves a reseller or partner structure requiring additional terms.

Document hierarchy

Priority	Document	Purpose
1	Accepted Order Form / Statement of Work	Customer-specific commercial and scope details.
2	Negotiated amendments, if any	Express variations agreed by authorised signatories.
3	Senso Terms of Service and EULA	Core legal and product terms.
4	Related Documents	Support, privacy, security, BCP/DR and website terms.

Source basis

- Senso Terms of Service and End User Licence Agreement, Revised Oct 2023 V7, <https://senso.cloud/eula/>