



Purpose

Senso.cloud is a shared responsibility service. Senso provides the platform, security controls and support described in the Terms and related documents; the Customer remains responsible for lawful, secure and appropriate configuration and use.

Responsibility area	Customer responsibility
Licensed capacity	Use must not exceed the licensed capacity stated in the Order Form. Additional devices, users, affiliates or modules require an updated Order Form or add-on.
Admin credentials	Admin credentials must be kept secure and must not be shared by multiple individuals except through authorised reassignment.
Appropriate use	Do not use the service to store, distribute or transmit viruses or unlawful, harmful, infringing, discriminatory or otherwise illegal material.
Lawful processing	Ensure required notices, consents, legal bases and authorisations are in place for the Customer Data and User Data processed through the platform.
Alert workflows	Review, triage and respond to alerts in accordance with school safeguarding policies and legal obligations.
Integrations	Only enable third-party integrations where the Customer has approved them and completed any required third-party checks.
Network and endpoint readiness	Deploy and maintain required network, endpoint, account and identity configurations.
Support cooperation	Provide timely accurate information, documentation and remote access where needed to reproduce and trace defects.
Shared security	Implement security best practices, educate users, use appropriate identity provider protections and consider console restrictions by public IP, day and time.

Senso responsibilities summary

- Provide the selected Senso Offering(s) during the Subscription Term according to the Terms and Order Form.
- Provide support in accordance with the Support Service SLA unless enhanced support is separately purchased.

- Maintain documented security controls, including encryption, access control, logging, threat detection and just-in-time support access.
- Use reasonable commercial endeavours to restore lost or damaged Customer Data from the latest backup available as described in the BCP/DR policy and Terms.

Source basis

- Senso Terms of Service and End User Licence Agreement, Revised Oct 2023 V7, <https://senso.cloud/eula/>
- Support Service SLA, revised 7 April 2020
- Senso Security Datasheet, revised 17 June 2024