

List of Changes for Master Services Agreement (SimpleTrials), Terms of Use for Subscribers (SimpleTrials)  
*Summary of Updates from 30 Oct 2020 version to 10 Jan 2022*

**Master Services Agreement (MSA) – for SimpleTrials**

- Administrative changes to terminology for consistency with other legal documents;
- Consolidation and reordering of text for clarity and ease of reading per feedback received from TBFS legal and clients;
- Removal of SimpleCTMS product references, due to end-of-service of that offering (does not impact SimpleTrials);
- Added text to clarify inclusion of separate individually negotiated agreements and applicability and/or relationship to this MSA;
- 3. Authorized User Accounts: Inclusion of provision for client to deactivate Authorized User accounts when employment ends, inclusion of URLs for related legal documents;
- 4. Affiliate Usage: New section added to clarify mutual responsibilities for Affiliates;
- 5. Privacy and Data Security: New section added with consolidated and reordered text for clarification and inclusion of additional sections such as DPA, Equipment and Safeguards;
- 6. Use of Service: New section which clarifies permitted and unauthorized use of service;
- 11. Termination and Suspension of Service: Renamed section and included data transfer and destruction elements in revised text, clarifications to items A-D consistent with language intent, added language for client ability to extract data and files using available features;
- 12. Fees and Payments: moved payment due and chargeback terms, previously in Termination section.
- 13. Confidentiality and Non-Disclosure: Inclusion of pricing and source code as TBFS confidential;
- 14. License: Addition of sections, organized and clarified text for consistency with intent;
- 17. Support & Service Level: Downgrades clarification to describe client-initiated subscription downgrades;
- 19. Indemnification: Updated Client Indemnification per TBFS legal. Added Company Indemnification to make the section mutual between TBFS and client.
- 22. General Provisions: Expansion of Entire Agreement text for clarification and definition of precedence.

**Terms of Use (for SimpleTrials CTMS)**

- Administrative changes to terminology for consistency with other legal documents;
- Consolidation and reordering of sections for clarity and ease of reading per feedback received from TBFS legal and clients;
- Removal of SimpleCTMS product references, due to end-of-service of that offering (does not impact SimpleTrials);
- 1. The Services: inclusion of URL for related legal document, addition and clarification of content moved from other sections;
- 2. Additional Terms and Policies: New section added to with references to privacy policies;
- 3. Modifications: New section added with content moved from other sections and revised for clarity;
- 4. Authorized User Eligibility (was Section 2): clarification of legal age to form contracts like this, and creation of account for disabled or banned individuals;
- 5. Considerations for GDPR and California Consumer Privacy Act: Removed section as content described elsewhere (e.g. Section 6);

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- 5. Authorized User Accounts (was Section 3): Added content moved from other sections, clarified responsibilities regarding safekeeping of account, use of single non-shared account, and appropriate use and protection of client data submitted through the service;
- 6. Privacy and Data Security: New section added with content moved from other sections and revised for clarity with global data protection concepts;
- 7. Unauthorized Use of Service (was Section 4) – Added item 15 for penetration testing, expanded item 5 for transmission exclusions, consolidated and/or moved text to other sections;
- 12. Term (was Section 9): Clarification of start and end per intent of prior text;
- 11. Confidentiality and Non-Disclosure (was Section 11) – Removed since relevant content is covered in other sections and/or in the Master Services Agreement (MSA) for all users;
- 13. License (was Section 12) – Organized into subsections, added content from other sections and clarified client feedback and license of client data for TBFS support purposes;
- 16. Support & Service Level (was Section 15) – Added statement to clarify client responsibility for user management and TBFS support available;
- 16. Data Privacy – Removed section with content moved elsewhere (e.g. Section 6);
- 17. Technical Requirements (was Section 16) – updated platforms, versions and internet connectivity, and removed reference to SimpleCTMS product;
- 22. General Provisions: Added “I. Entire Agreement” to clarify this document takes precedence unless stated otherwise; removed Guarantees and Copyright and Trademark Notices.