



ImproMed Data Security Solution Description of Services Explanation of Services

Version 7. 2019

The ImproMed Data Security Solution (IDSS) is an offsite data storage service available for all Covetrus, Inc. (Covetrus) practices. Utilizing the internet and the EverSafe Backup Software, IDSS allows you to automatically transfer data from your clinic to a secure location at Covetrus. IDSS verifies all ImproMed, Advantage/Advantage+, or DVM Manager data that is uploaded to Covetrus. Each IDSS subscriber will receive an e-mail acknowledging the success of the upload, and giving each IDSS subscriber a brief overview of the practice management data that was uploaded.

The data is stored for a period of no longer than twelve (12) months and can be retrieved by download in the event your clinic suffers a loss of data or determines a copy of previous data is necessary. Maintaining multiple copies of backups at separate locations greatly reduces the risk of data loss to your clinic. Online data storage should be a key element in every disaster recovery plan.

IDSS utilizes the EverSafe Backup Software to facilitate transferring your critical business data to Covetrus' secured servers. The data is then duplicated to a second secure site to provide greater protection against natural disasters.

The service is completely customizable, allowing you to select how often and how much data you back up and store at Covetrus each month. The cost of IDSS is based on the accumulated amount of data a subscriber uploads in a monthly period.

As a subscriber of IDSS, you will receive the following benefits:

- Secure off-site Backup protection of critical data
- Data Verification
- User Defined Backups – Each subscriber can indicate how often and how much data is transferred to ImproMed through IDSS.
- Access to data stored by IDSS for twelve (12) months upon request.

Data redundancy is crucial to the survival of any business when faced with a disaster. IDSS allows subscribers to securely store data off-site. It also allows subscribers access to the data in order to verify its validity and accuracy. IDSS provides subscribers with the protection of knowing their data is secure.

Privacy

IDSS will not sell or share your data with others. IDSS is committed to ensuring the security of your data. In order to prevent unauthorized access to or disclosure of your data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. We use encryption when collection and transferring all information.



Pricing

The cost of ImproMed Data Security Solution (IDSS) is based on the actual, accumulated storage utilized by a subscriber in a one (1) month period. Refer to the table below to determine monthly cost of service.

Small Business Tier 0 (1 GB)	\$16.99 / month
Tier 1 (1 to 10 GB)	\$29.99 / month
Tier 2 (10+ to 20 GB)	\$59.99 / month
Tier 3 (20+ to 30 GB)	\$79.99 / month
Tier 4 (30+ to 75GB)	\$99.99 / month
75+ GB	Call for Pricing

- One Time Setup Fee: \$19.99 for new subscriptions
- Data Retrieval Fee: Fee ONLY applies if subscription has been cancelled and retrieval is for data within twelve (12) month period of upload.
- USB Hard Drive Copy of Data: Available upon request for \$29.99 plus shipping

Billing of Service

IDSS will be billed monthly based on the actual data storage used. Any accrued setup fees will be included in the first monthly billing cycle. Payments for IDSS service is due within thirty (30) days of the invoice date. Failure to pay may result in interruption or loss of service and may subject the subscriber to additional fees in the event that Data Retrieval or other services are required.

Information on IDSS

Please call Covetrus, Inc. at 855-478-7920