

# Livestorm Technology Partner Program

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## Definitions

### **"The Company" or "LIVESTORM" or "We"**

The company LIVESTORM SAS, Société par Actions Simplifiée, with a share capital of 21 265,85 euros, whose registered office is at 06 boulevard Saint DENIS 75010 Paris FRANCE, intercommunity VAT number FR12820434439 operating the website [livestorm.co](https://livestorm.co) (the "Website").

### **Technology Partner**

The Technology Partner (hereinafter referred to as the "Partner") is an individual or a corporation that wants to build an Integration or Plugin (both defined below) with Livestorm.

### **Technology Partner Program**

The Technology Partner Program (hereinafter referred to as the "Partner Program") is an agreement between a Technology Partner and Livestorm and pertains to the Integration or Plugin that will be built by the Partner.

### **Livestorm Room**

The Livestorm Room is the virtual location where Livestorm users gather for live or on-demand meetings, events, webinars, etc.

### **Partner Integration**

A Partner integration (hereinafter referred to as an "Integration") is a piece of software built by the Technology Partner. It encapsulates data synchronizations with Livestorm's public API and the underlying business logic.

### **Room plugin**

A room plugin (hereinafter referred to as a "Plugin") is a piece of software built by the Technology Partner which interacts with Livestorm's room design and enriches the user experience of the Livestorm Room.

### **Bug**

A bug is a flaw in the design of the code that can trigger unexpected behavior to or inconsistent data exchanges within the user interface, ultimately degrading the user experience.

## Take down

Taking down an Integration or Plugin involves temporarily or permanently disabling the Technology Partner's Integration or Plugin.

## API

An API, otherwise known as an Application Programming Interface, is a technical interface for Partners which is used to connect with Livestorm's data on behalf of a Livestorm user.

# Introduction

The Partner Program is the only agreement between you and Livestorm. By participating in the Partner Program, you agree to its terms and, additionally, to Livestorm's Terms of Service and Privacy Policy that are available on the website [livestorm.co](https://livestorm.co).

# Terms & Conditions of Participation in Technology Partner Program

In order to participate in the Partner Program, you must agree, commit to, and follow the developer code of conduct as explained below:

## Purpose and Content of the Integration

The integration must comply with our content policy and cannot contain any racial, pornographic, political, religious, or hate-related content.

## Compliance with GDPR

1. The integration or plugin must comply with [Livestorm's privacy](#) and GDPR regulation
2. The integration or plugin cannot track Livestorm users' behaviors without their direct consent.
3. The integration or plugin must not trick Livestorm users into phishing attempts nor include any sort of malware software.
4. The integration must not use or disclose users' private information to third parties without their consent.
5. The integration must store the authentication tokens securely.

## Developer Relationships

At least one (1) valid email address of a developer or another technical person must be provided to allow Livestorm to contact the Partner. The Partner must update Livestorm immediately should this email address change. This email address will be used for contacting the Partner to inform them of important API changes and security updates.

## **Listing Process**

1. Partners must be willing to explain the full extent of the integration or plugin that they want to develop with Livestorm. Partners must also disclose relevant information about how it will work, in which situations it will be executed, and the type of data that will be used at any point in time.
2. Once their integration or plugin is publicly listed, Partners must inform Livestorm if they want to make any changes to the existing integration, and only proceed to do so if Livestorm approves the desired changes.

## **Maintenance**

Partners must agree to Livestorm's maintenance terms, which stipulate that the platform can be under technical maintenance for ten (10) hours each month.

## **Security and Data Breaches**

If the Partner has a security breach, he has to inform Livestorm within the next twenty-four (24) hours and has to give full disclosure about the extent of the security/data breach if it is linked with Livestorm's data.

## **Issues and Bugs**

1. If a new technical bug impacting customers arises that is caused by the Partner's integration or plugin, the partner has to reply to Livestorm, following outreach from Livestorm, within the appropriate timeframe defined under the following Service Level Agreement (SLA):
  - a) Minor issue: an issue that impacts one (1) customer in a non-critical way (i.e the customer can still bypass the issue and successfully achieve what they were trying to accomplish). The Partner must reply within seven (7) days and the issue must be fixed within the next 30 (thirty) days.
  - b) Moderate issue: an issue impacting a few customers (<ten, 10) in a non-critical way (i.e the customers can still bypass the issue and successfully achieve what they were trying to accomplish). The Partner must reply within (3, three) days and the issue must be fixed within the next fifteen (15) days.
  - c) Major issue: an issue impacting many customers ( $\geq$ ten, 10) in a critical way. Customers are blocked and cannot achieve what they were trying to accomplish. The Partner must reply within the next twenty-four (24) hours and the issue must be fixed within the next forty-eight (48) hours.

## **Un-Listing Process - Termination**

1. If the Partner does not comply with the above issue SLA, Livestorm can momentarily or temporarily take down the integration or plugin, depending on the issue's criticality level.
2. Livestorm can terminate the Partner Integration or Plugin at any time if it does not comply with its content, GDPR, or branding policy. The Partner will be informed twelve (12) hours before the integration or plugin is taken down.
3. Livestorm can terminate the Partner's integration or plugin if Livestorm's strategic vision is no longer aligned with the Partner's integration or plugin at any time. The partner will be informed thirty (30) days before the integration or plugin is taken down.

## **Branding and Content**

1. Any products or marketing assets related to the Partner's Integration or Plugin with Livestorm must use the official logos, branding colors, and taglines provided by Livestorm.
2. Livestorm's logo must be trademarked and must not be edited by the Partner.
3. Livestorm must be formally introduced as "Livestorm" in the Partner's product or marketing materials, as opposed to un-official variant names like 'Live storm', 'liveStorm' or 'LiveStorm'.
4. By being an official Technology Partner with Livestorm, the Partner agrees that Livestorm can use its name and official logo on Livestorm's website, web application, blog, and social networks like Twitter, LinkedIn, Youtube, and Facebook. The Partner and Livestorm will exchange official branding assets within the next thirty (30) days after the current Terms and Conditions are validated.

## **Sanctions**

If one or more provisions of this Partner Program is violated, or any other document written by LIVESTORM, LIVESTORM reserves the right to terminate or limit the Partnership without any prior warning and at its sole discretion.

## **Modification**

LIVESTORM reserves the right to alter this Partner Program at any time. Each change will take effect from the time it is put online on the Website [livestorm.co](https://www.livestorm.co).

## **Miscellaneous**

If any provision of this Partner Program is found to be invalid or unenforceable, that provision will be limited or eliminated or rewritten to the minimum extent necessary so that this Agreement can otherwise remain in full force and effect.

This Partner Program is not intended to be for the benefit of or to be enforceable by, any person other than a Party.

This Partner Program will be governed by French law and the Paris courts shall have exclusive jurisdiction.