

Zee Drive Subscription Terms, Operation, Security & Support

Document version 9, 2023-06-11

Terminology

1. Thinkscope Limited – A company incorporated in England and Wales with company number 03626020 and with the registered office address: Tagus House, 9 Ocean Way, Southampton, Hampshire, SO14 3TJ, United Kingdom
2. Zee Drive – A service provided by Thinkscope Limited, comprising a client side tool “Zee Drive Client” and hosted service component “Zee Drive Service”, that provides access to files in SharePoint Online and OneDrive for Business through mapped network drives
3. Customer – an organisation that uses Zee Drive
4. User – an individual from a Customer
5. Personal Computer User Licence, Shared Computer User Licence, Shared Computer Licence – the licence types available with Zee Drive
6. Licenced User - a User assigned a Personal Computer User Licence or Shared Computer User Licence

Licence Operation

7. A Personal Computer User Licence and a Shared Computer User Licence can be assigned to only one User at any one time
8. A Personal Computer User Licence and a Shared Computer User Licence can be re-assigned to another User
9. A Personal Computer User Licence entitles the Licenced User to activate the Zee Drive Client and operate (actively use) Zee Drive on up to 3 computers at any one time. The activated computers can be changed by the Licenced User
10. When a computer is activated with the Zee Drive Client as a Hot Desk Computer, a Shared Computer Licence is assigned to the computer
11. When a computer is activated with the Zee Drive Client as a Desktop Server, the Desktop Server is joined to a Licence Pool
12. The minimum Shared Computer Licence count for a Licence Pool equals the number of Desktop Servers joined to the Licence Pool, or two, whichever is the greater
13. When a Licenced User signs on to a Hot Desk Computer the associated Shared Computer Licence is assigned to the Licenced User for the duration of their session. If the Hot Desk Computer has already allocated the Shared Computer Licence to another Licenced User then the Shared Computer Licence will be de-allocated from that Licenced User and assigned to the new Licenced User. A Licenced User can only operate (actively use) Zee Drive on the Hot Desktop Computer if they have a Shared Computer Licence assigned
14. When a Licenced User signs on to a Desktop Server an available Shared Computer Licence from the associated Licence Pool is assigned to the Licenced User for the duration of their session. If there are no available Shared Computer Licences in the associated Licence Pool the Licenced User will not be assigned a Shared Computer Licence. A Licenced User can only operate (actively use) Zee Drive on the Desktop Server when they have a Shared Computer Licence assigned

15. When a Hot Desktop Computer is deactivated the associated Shared Computer Licence is released and can be re-assigned
16. When a Desktop Server is deactivated, if it is the only Desktop Server joined to the Pool then all the Shared Computer Licences in the pool are released and can be re-assigned

Zee Drive Operation

17. Data is sent from the computer the Zee Drive Client is running on to the Zee Drive Service. This data includes but is not limited to; the name of the computer, the Office 365 username associated with the Licenced User, the public IP address of the computer, a timestamp, a hash of the computer's hardware environment (with a private salt saved only to the computer), file upload and download statistics (count of files and amount of data in bytes), failed file upload statistics, SharePoint site URLs and document library IDs when publishing mapped drives. All the data sent from the Zee Drive Client to the Zee Drive Service is termed "Customer Data". Customer Data is required for the operation of Zee Drive
18. Thinkscope Limited represents that it will not retain, use, disclose or otherwise process Customer Data for any purpose other than to operate Zee Drive for the Customer
19. Thinkscope Limited maintains the following security measures to safeguard Customer Data from loss, misuse, unauthorised access, and disclosure;
 - 19.1. Customer Data is stored in the Microsoft Azure Dublin data centre with failover to Azure Netherlands data centre
 - 19.2. Customer Data is encrypted in transit
 - 19.3. Authorisation to access and process Customer Data is provided only to employees of Thinkscope Limited and where the access is required in the support of Zee Drive for the Customer
 - 19.4. Thinkscope Limited endpoint PCs that access or process Customer Data use Bitlocker disk encryption and anti-virus
20. Thinkscope Limited maintains the following security measures to safeguard the authenticity of the Zee Drive Client executable (ZeeDrive.exe);
 - 20.1. Zee Drive executables are signed with a code signing certificate. Only employees of Thinkscope Limited that perform signing of the executable have access to the code signing key
 - 20.2. Access to the Zee Drive Client source code is secured
 - 20.3. Thinkscope Limited applies a formal process of checking source code changes prior to building and signing a new release of the Zee Drive Client
 - 20.4. Thinkscope Limited PCs used to edit or build the Zee Drive Client source code use Bitlocker disk encryption and anti-virus
21. Office 365 user passwords, SharePoint Online authentication tokens and file contents from the network drives that are mapped by Zee Drive are not sent from the Zee Drive Client to the Zee Drive Service
22. The Zee Drive Client employs a kernel mode driver. A fault with the driver could cause the operating system to crash
23. Each version of the Zee Drive Client executable (ZeeDrive.exe) has a built in expiration date after which the executable will stop working. The expiration date is set to at least 18 months from the signing date of the executable
24. The Zee Drive Client requires an operational internet connection to regularly check in with the Zee Drive Service

Support

25. Thinkscope Limited will respond to support requests related to Zee Drive from at most two nominated persons from the Customer
26. Support is provided over email to support@thinkscope.com
27. Thinkscope Limited's target response time for support requests is within 24 hours
28. This document may change during the subscription period. An up to date version can be requested from Thinkscope Limited via email or downloaded from the website <http://www.thinkscope.com/>

Change History

V9 2023-06-11

Applied headings throughout the document and numbering to each of the paragraphs

Additional information on support

Expanded on types of data sent from the Zee Drive Client

Added terminology

Added paragraph on data usage representation

Added paragraphs on how data and the Zee Drive Client are protected

V8 2017-05-19

Updated for Hot Desk Computers and Desktop Servers

Changed Zee Drive executable expiration date from 14 months to 18 months

V7 2016-07-07

Changed existing terminology from "User Licence" to "Personal Computer User Licence"

Introduced two new licence types "Shared Computer User Licence" and "Shared Computer Licence"

Changed Zee Drive executable expiration date from 12 months to 14 months

V6 2016-04-23

Added failed file upload statistics to the list of information that is sent to the Zee Drive service.

V5 2016-02-24

Clarified that file contents and Office 365 passwords are not sent to the Zee Drive service.

Changed terminology from "Desktop Seat" to "User Licence".