

## SUPPLEMENTAL TERMS OF SERVICE

### Acuity Integration with Edge

Last Updated: *September 1, 2022*

These Supplemental Terms of Service (the “Supplemental Terms”) are additional terms that apply specifically to Customer’s use of the Acuity scheduling integration with Edge (the “Acuity Integration”) and are subject to and incorporated into the applicable master services or license agreement (the “Agreement”) for the Edge immigration case management solution (“Edge”) and related services executed by the parties. Capitalized but otherwise undefined terms herein shall have the meanings given to them in the Agreement.

In these Supplemental Terms, “EWS” refers to Equifax Workforce Solutions LLC and “Customer” (or “you” or “your”) refers to the organization that has executed the Agreement. These Supplemental Terms are effective between Customer and EWS as of the date Customer first uses Edge with the Acuity Integration. EWS may update these Supplemental Terms from time to time as needed to reflect current capabilities of the Acuity Integration, and shall provide notice of such update to Customer.

#### 1. ABOUT ACUITY

Acuity Scheduling (“Acuity”) is a third party online scheduling platform which enables your clients to view your real-time availability and self-schedule their own appointments. Acuity auto-adjusts for time zones, lets clients cancel and reschedule themselves, and sends automated reminders to keep clients prompt. More information about Acuity can be found at <https://acuityscheduling.com>.

#### 2. THE ACUITY INTEGRATION

The Acuity Integration enables the bi-directional sharing of foreign national (“FN”) client appointment information between your Acuity calendar and your Edge calendar. Specifically, the Acuity Integration includes the following:

##### 2.1 Calendar Syncing

- a) Automated sharing and syncing of appointments scheduled in your **Acuity calendar** with your **Edge calendar** for a specific foreign national client or prospect (based on email address)
- b) Automated sharing and syncing of appointments scheduled in your **Edge calendar** with your **Acuity calendar** to reflect available scheduling blocks and avoid double-booking

##### 2.2 Records Management

- a) Acuity Appointments for current clients (where FN profile already exists in Edge) are automatically attached to the appropriate FN record
- b) Acuity Appointments for new clients (where FN profile does not exist in Edge) will automatically create a new FN record along with a Consultation process to track interactions
- c) Meeting details in Edge that are created from the Acuity Integration shall contain responses to required appointment questions that were captured from the Acuity appointment intake

#### 3. INTEGRATION REQUIREMENTS

In order to utilize the Acuity Integration, Customer must adhere to the following requirements:

- 3.1 Acuity Subscription. Customer is required to have an appropriate subscription to the Acuity scheduling solution (currently designated as “Powerhouse” or higher with API access) provided by Squarespace, Inc. (“Squarespace”) for each Customer user that desires to use the Acuity Integration. Customer is responsible for ensuring that the appropriate subscription is enabled and active.
- 3.2 Initial Setup/Acuity Information. Customer must initially provide EWS with certain Acuity account information to enable the Acuity Integration, including the unique User ID and API Key of each user desiring to use the Acuity Integration (requires action by a Customer user with administrative privileges). Customer must also enter certain webhook information supplied by EWS in their Acuity configuration page.
- 3.3 Appointment Types. Customer must choose and configure the Appointment types in Acuity (e.g., 1-hour consultation, 30-minute meeting, etc.) and provide these to EWS before implementation can begin. EWS will assist Customer in choosing the best configuration based on Customer’s use of Acuity as compared with Customer’s use of Edge for calendaring.
- 3.4 Testing. EWS may require Customer to test the Acuity integration in a sandbox environment prior to implementation in Customer’s production account.
- 3.5 Ongoing Exchange of Appointment Information. In order for the Acuity Integration to operate properly on an ongoing basis, Customer’s credentials must be kept current (i.e., “up-to-date”) in Edge and Acuity. Customer acknowledges and understands that failure to keep credentials current will result in errors and interruptions in the Acuity Integration.

#### 4. CUSTOMER ACKNOWLEDGEMENTS

- 4.1 Data Sharing. Customer expressly acknowledges and agrees that by the use of the Acuity Integration, Customer’s calendar availability (as described in Section 2 above) will be transmitted outside of Edge to Acuity and to that extent, EWS is not responsible for the privacy, security or integrity of that information once stored in Acuity.
- 4.2 Acuity Support. As between EWS and Squarespace, Customer will contact only Squarespace for support questions relating to the Acuity scheduling experience.
- 4.3 Interruptions. Customer understands that there may be occasions, due to circumstances beyond EWS’s control, that may result in interruption or delay of the Acuity Integration. EWS reserves the right to interrupt or delay the Acuity Integration for purposes of upgrading, debugging, maintaining and improving software or equipment used in delivering the Acuity Integration, among other reasons. To the extent feasible, EWS will schedule these activities at the least inconvenient time so as to minimize interruptions, inconvenience, and delays to Customer. Customer acknowledges and understands that any service level agreement in effect between Customer and EWS shall not apply to the Acuity Integration.

#### 5. TERM AND TERMINATION

EWS may terminate these Supplemental Terms immediately upon notice to the Customer if any third party (including, but not limited to, Squarespace) restricts, prevents or ceases to authorize Customer’s use of the Acuity Integration. In addition, these Supplemental Terms shall terminate immediately and automatically upon any termination or expiration of the Customer’s subscription to Edge. Upon any such termination or expiration, the Customer shall no longer be permitted to use the Acuity Integration. Termination of these Supplemental Terms shall not entitle the Customer to any refund, credit, or other compensation from EWS under the Agreement.