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Follow

Solutions and Services Terms and Conditions

Please read these terms carefully.

The applicable CivicPlus Solution and Services Terms and Conditions (those terms for the specific CivicPlus solutions and services you have purchased via a statement of work) form part of the legal and binding agreement between the Customer and CivicPlus and are hereby incorporated therein (referred to as the "Solution and Services Terms").

If you are using any of the solutions and services described below, the terms corresponding to those solutions and services apply to your use. CivicPlus periodically updates this page by posting a revised terms on this page, please check back here for current information.

Definitions used throughout the Solutions and Services Terms and are defined herein, any capitalized term used herein not defined shall have the definition ascribed to in the [Master Services Agreement \("MSA"\) \(/hc/en-us/articles/10989047390487\)](/hc/en-us/articles/10989047390487) or the applicable Statement of Work ("SOW") signed by the Customer. In the event of a conflict between the terms herein and any applicable SOW, the applicable SOW shall control.

- "Customer Data" means data, information, or material that the Customer, or its residents, submit to the Service in the course of using the Service data, information, or material that the Customer submit to the Service in the course of using the Service.
- "MSA" means the [CivicPlus Master Services Agreement \(/hc/en-us/articles/10989047390487\)](/hc/en-us/articles/10989047390487).
- "Services" used herein shall refer to the solutions and services listed on the Customer's Statement of Work and within in each respective article and/or header.
- "Parties" means CivicPlus, LLC ("CivicPlus") and the Customer that enters into engagement for Services with CivicPlus.
- "PHI" means protected health information.
- "PII" means personally identifiable information.
- "PCI" means payment card industry information.
- "SOW" means the applicable Statement of Work signed by the Customer for CivicPlus Services.

▪ [311 CRM \(SeeClickFix\) Terms \(/hc/en-us/articles/10990229058455-311-CRM-SeeClickFix-Terms\)](/hc/en-us/articles/10990229058455-311-CRM-SeeClickFix-Terms)

▪ [Accessibility Compliance and Web Governance \(Monsido\) Terms \(/hc/en-us/articles/10992497418135-Accessibility-Compliance-and-Web-Governance-Monsido-Terms\)](/hc/en-us/articles/10992497418135-Accessibility-Compliance-and-Web-Governance-Monsido-Terms)

▪ [Agenda Meetings and Management \(CivicClerk and Municode Meetings\) Terms \(/hc/en-us/articles/10990270686615-Agenda-Meetings-and-Management-CivicClerk-and-Municode-Meetings-Terms\)](/hc/en-us/articles/10990270686615-Agenda-Meetings-and-Management-CivicClerk-and-Municode-Meetings-Terms)

▪ [AudioEye - Managed for Municipal Websites \(/hc/en-us/articles/11442951925143-AudioEye-Managed-for-](/hc/en-us/articles/11442951925143-AudioEye-Managed-for-Municipal-Websites)

Municipal-Websites)

- [AudioEye - Managed for Recreation Management Solution \(/hc/en-us/articles/11445051334039-AudioEye-Managed-for-Recreation-Management-Solution\)](/hc/en-us/articles/11445051334039-AudioEye-Managed-for-Recreation-Management-Solution)
- [CivicHR Terms \(/hc/en-us/articles/10992695026327-CivicHR-Terms\)](/hc/en-us/articles/10992695026327-CivicHR-Terms)
- [Civil Space Terms \(/hc/en-us/articles/10992639239191-Civil-Space-Terms\)](/hc/en-us/articles/10992639239191-Civil-Space-Terms)
- [Code Enforcement, Licensing, and Permitting \(CivicGov\) Terms \(/hc/en-us/articles/10991406217751-Code-Enforcement-Licensing-and-Permitting-CivicGov-Terms\)](/hc/en-us/articles/10991406217751-Code-Enforcement-Licensing-and-Permitting-CivicGov-Terms)
- [Codification and Supplements \(Municode\) Terms of Use \(/hc/en-us/articles/10990583454487-Codification-and-Supplements-Municode-Terms-of-Use\)](/hc/en-us/articles/10990583454487-Codification-and-Supplements-Municode-Terms-of-Use)
- [CommonLook - PDF Remediation Services \(/hc/en-us/articles/16955740305559-CommonLook-PDF-Remediation-Services\)](/hc/en-us/articles/16955740305559-CommonLook-PDF-Remediation-Services)
- [Mass Notification System \(CivicReady\) Terms \(/hc/en-us/articles/10990939416727-Mass-Notification-System-CivicReady-Terms\)](/hc/en-us/articles/10990939416727-Mass-Notification-System-CivicReady-Terms)
- [Municipal Websites \(CivicEngage\) Terms \(/hc/en-us/articles/10990052544791-Municipal-Websites-CivicEngage-Terms\)](/hc/en-us/articles/10990052544791-Municipal-Websites-CivicEngage-Terms)
- [Process Automation and Digital Services \(CivicOptimize\) Terms \(/hc/en-us/articles/10991039980439-Process-Automation-and-Digital-Services-CivicOptimize-Terms\)](/hc/en-us/articles/10991039980439-Process-Automation-and-Digital-Services-CivicOptimize-Terms)
- [Recreation Management \(CivicRec\) Terms \(/hc/en-us/articles/10990154229399-Recreation-Management-CivicRec-Terms\)](/hc/en-us/articles/10990154229399-Recreation-Management-CivicRec-Terms)
- [Self-Publishing Software Terms \(/hc/en-us/articles/10990787413399-Self-Publishing-Software-Terms\)](/hc/en-us/articles/10990787413399-Self-Publishing-Software-Terms)
- [Social Media Archiving \(ArchiveSocial\) Terms \(/hc/en-us/articles/10991511532567-Social-Media-Archiving-ArchiveSocial-Terms\)](/hc/en-us/articles/10991511532567-Social-Media-Archiving-ArchiveSocial-Terms)