

Service Specification for Video Behaviour Analytics Service

Service Name	Product Code
Suspicious Behaviour Detection Basic Service 1 – 50 IDs	SVS920400
Suspicious Behaviour Detection Basic Service 51 - 100 IDs	SVS920401
Suspicious Behaviour Detection Basic Service 101 - 500 IDs	SVS920402
Suspicious Behaviour Detection Basic Service 501 - 1000 IDs	SVS920403
Suspicious Behaviour Detection Basic Service 1001 - 3000 IDs	SVS920404
Suspicious Behaviour Detection Basic Service 3001 - 5000 IDs	SVS920405
Suspicious Behaviour Detection Basic Service 5001 - 10000 IDs	SVS920406
Suspicious Behaviour Detection Basic Service 10001 IDs -	SVS920407

1. Service Provision

Supplier shall provide Customer with the service described in Section 4 (“Service”).

2. Structure of Service

The Service consists of the services set forth below.

a. Basic Service

3. Prerequisites

- 3.1 Prior to the conclusion of the agreement, the Customer shall review and confirm the contents of function manual for the Service (“Function Manual”), in which the functions to be provided as part of the Service (“Functions”) are detailed and which is separately delivered by Supplier to Customer. The Function Manual may be updated by Supplier from time to time during Term.
- 3.2 The Customer shall, at its own responsibility and expense, prepare its environment as necessary for its usage of the Service (“Customer System Environment”), which shall be as described in the Function Manual. The Customer System Environment may include hardware, software, network(s) and other infrastructure. If the Customer is required to use software as a part of the Customer System Environment, the Customer shall use such software fully in compliance with its applicable end-user license agreement or equivalent and shall use the latest version of such software, unless otherwise specified in Function Manual.
- 3.3 The Customer shall designate one (1) contact person (“Customer Administrator”) who will communicate with the Supplier as a single point of contact.
- 3.4 The Customer shall submit to the Supplier an application form as designated by the Supplier.

- 3.5 When the Function Manual includes terms and conditions for the use of open-source or third-party software, the Client agrees to comply with such terms and conditions when using the Service.
- 3.6 The judgment accuracy of this product AI is not 100%. There are cases where actions that are not suspicious actions are judged as suspicious behaviour, and there are cases where suspicious actions are overlooked (judged as non-suspicious behaviour). AI judgment results are only for monitoring, so please do not decide the measures based only on the AI judgment results. Please treat it as a support tool for humans to make decisions, Human involvement must be needed. We do not guarantee that the AI judgment results are completely accurate, and we are not responsible for the results.
- 3.7 Sufficient performance may not be obtained depending on the Camera performance used for shooting, location, angle, lighting conditions etc.
- 3.8 The accuracy of this product AI is not 100%, and the accuracy may decrease depending on the capturing/shooting conditions. Make sure that the final judgment of suspicious behaviour is made by a human.

4. Service

Item	Description
Basic Service	- Suspicious Behaviour Detection - Software support included

5. Operational Hours

The Service shall be provided 24 hours a day, 365 days a year, unless otherwise designated in this Agreement.

6. Support

The Customer may ask questions about the usage of Service and the Supplier shall make reasonable efforts to answer the questions, via the Uvance Portal Website. The supplier will show the customer how to access the website after signing the contract. Questions may include questions about specifications of the Service, instructions for the usage of Service or investigation of causes of any Service malfunctions. The answers will be provided during the following times: JST 9:00 to 17:00, Mondays to Fridays except for national holidays in Japan and other holidays designated by Supplier.

7. Term

The Term of the Service is as follows:

		Note
Initial Term	1 year	
Commitment period	n/a	
Renewal Procedure	To issue P/O at least 30 days before the end date of the contract.	

8. Customer Obligations

- 8.1 The Customer shall be responsible for its use and management of any ID and password(s) and any charges incurred by its use of any ID and password(s) shall be borne by the Customer. The Supplier shall not be liable or otherwise responsible for any damage incurred by the Customer which arises from the Customer's use of any ID and password(s) by any third party.
- 8.2 The Customer shall maintain the Customer System Environment at its own responsibility and expense, including by taking appropriate security measures.
- 8.3 With regard to this service, the following items are circumstances that cannot be attributed to Fujitsu's responsibility (however, not limited to these), and Fujitsu shall not bear any legal obligation for any damages incurred by the customer due to these circumstances.
- a. Troubles caused by defects in the IaaS of other companies that constitute this service.

9. Personal Information

- 9.1 Since the customer is responsible for installing camera and handling personal information, therefore, customer is responsible for appropriately complying with regulations and laws regarding personal information protection such as GDPR(EU), ECPA(US), PIPEDA(CANADA), Privacy Act 1988(AUS), Privacy Regulation 2013(AUS) .
- 9.2 Video footage from security cameras and detection systems falls under the category of personal information, and there is a risk that it may lead to a violation of privacy.
- Please be careful when handling data, and consider informing people who may be captured in the video that you are filming and the purpose of the video. Please note that some countries may have laws or regulations regarding the scope of photography and notification to the subject being photographed.
- 9.3 Fujitsu is allowed to freely use the information entered by the customer into the Fujitsu service environment during the service implementation period, after processing it into a format where personal information and the customer's company name cannot be identified, without the customer's consent and payment, for the following purpose.
- (1) Improvement of the quality of this service.
- 9.4 Information obtained by Fujitsu that can be used to identify individuals shall only be processed as necessary within the scope of intended purposes agreed upon below. Cookies will be used to collect usage history information.
- (1) To provide Video Behaviour Analytics service
- (2) To provide technical and support information about the Video Behaviour Analytics service
- 9.5 Fujitsu shall ensure that any cross-border transfer of personal data to Japan will be handled appropriately in accordance with the Fujitsu Privacy Policy. Japan is recognised by the European Commission as providing adequate protection (GDPR article 45 of Regulation (EU) 2016/679).

Fujitsu Privacy Policy:

<https://www.fujitsu.com/jp/about/resources/privacy/details/> (Privacy Policy: Japanese)

<https://www.fujitsu.com/global/about/resources/privacy/> (Privacy Policy: English)

- 9.6 Personal data related to user authentication shall be transferred and stored to Okta, Inc. located in the United States (our subcontracted cloud-based identity management service provider. Fujitsu shall ensure that all personal data transferred to the Okta, Inc. will be in conformity to the process recognized by the European Commission.