

# ■ Q&A/Support Site Terms of Use

(Last updated: May 25, 2023)

Welcome to Canon IT Solutions Q&A/support site ("Support Site"). This Support Site is operated by Canon IT Solutions Inc. ("CITS", "We" or "Us").

The use of this Support Site is limited to the customers (the "Customer") who have maintenance agreement for, among our products, the following products ("Products") in place with Us:

Products: "WebPerformer", "WebPerformerWf", "WebPerformerWf+", "Web Plant", "Web Plant SDK", "Web-CADDY/J", "C2V Connected", "WebPerformer-NX"

The Customer is required to agree with these terms and conditions in order to use this Support Site. The Customer is deemed to have accepted the terms and conditions set forth below by continuing to use this Support Site.

## Overview of the Support Site

Service Provider	Canon IT Solutions Inc.
Service Contents	(1) The Customer may ask questions and seek assistance for problems regarding the functions and use of the Products, and CITS will respond to such inquiries, via this Support Site.  (2) The Customer may browse frequently asked questions and their answers (hereinafter referred to as FAQ).
Service Hours	9:00 to 17:00 Japan Time (excluding weekends, holidays, and CITS holidays).
Support Site Operation	Since July 26, 2016
Eligible Customers	Legal entities and corporations having maintenance agreement with CITS for the Products may use the services provided on this Support Site.

## Note

- The Support Site, and the Support Tools and the Limited Contents (collectively, the " Provided Contents") are provided "AS-IS". CITS makes no representations, warranties whatsoever, as to any matter including without limitation, warranty of accuracy, completeness, usefulness, merchantability, suitability for a specific purpose, and non-infringement of rights of third parties, with respect to the Support Site and the Provided Contents.
- Under no circumstances will CITS be liable for any damage to property (including loss of data, and the like), lost profit, and other direct or indirect damage and loss of the Customer or third parties arising out of, or resulting from, the use or non-use of the Support Site or the Provided Contents, even if CITS has been advised of the possibility of such damages, except for willful misconduct or gross negligence of CITS.
- CITS may suspend all or any part of the Support Site due to equipment maintenance, etc. CITS will notify

the Customer thereof in advance, except in an emergency or unavoidable case.

- The Customer shall be responsible for safeguarding, protecting and securing user ID and password separately given by CITS to the Customer for the use of the Support Site (the "Customer Credentials"), and shall not permit any third party to use such Customer Credentials. The Customer agrees to be solely liable for, and CITS hereby disclaims, any and all damages resulting from loss, theft, leakage or unauthorized use of the Customer Credentials.
- CITS shall be entitled to change the Customer Credentials provided giving advance notice to the affected Customer.
- The Customer acknowledges and agrees that CITS may temporarily suspend all or any part of the Customer's use of the services or the Provided Contents provided by the Support Site due to operational reasons. CITS shall not be liable for any direct or indirect damage or loss resulting from such suspension.

## **Intellectual property right**

- The Customer may use the Provided Contents provided on this Support Site only within the scope specified in the license agreement and the maintenance agreement for Products ("Original Agreement") or these Terms of Use. The Customer must not allow any third party to use the Provided Contents in whole or in part, regardless of whether by transfer, sublicensing, sale, rent, lease or lending, or in any other manner, unless explicitly permitted in the Original Agreement or these Terms of Use. The Customer must not copy, modify/alter, translate, adapt, convert to other programming languages, disassemble, decompile or reverse engineer the Provided Contents in whole or in part beyond the scope explicitly permitted in the Original Agreement or these Terms of Use, and must not allow any third party to conduct any of the above.
- The rights regarding the Provided Contents belong to CITS or its licensors. The Customer can use such information to the extent necessary for their own internal business processing.

## **About the contents of inquiries from the Customer**

- Any contents of the Customer inquiries made to CITS via the Support Site may be at CITS's discretion posted in the FAQ of the Support Site (the URL as follows) after removing personally identifiable information. The Customer shall not claim and hereby waives any rights and entitlements regarding such posting or use.

WebPerformer, WebPerformerWf / WebPerformerWf +, Web Plant, Web Plant SDK, Web-CADDY and WebPerformer-NX support site

: [https://support.canon-its.co.jp/product/product\\_faq/index.php](https://support.canon-its.co.jp/product/product_faq/index.php)

## **MISCELLANEOUS**

- CITS may revise these Terms of Use at any time by notifying the Customer of the revised version and its effective date of such revision via this Support Site no less than 30 days prior to the effective date.
- The Customer is deemed to have accepted the revised Terms of Use by continuing to use this Support Site after the effective date of the revised Terms of Use.
- These Terms of Use shall be interpreted and governed by the laws of Japan. The Tokyo District Court shall be the exclusive court of jurisdiction in the first instance for any disputes arising out of or in connection with these Terms of Use or the Support Site.

# <個人情報の取り扱いについて>

キヤノン IT ソリューションズ株式会社（以下「当社」といいます。）は、お客さまのご意思によりご提供頂いた個人情報を次の目的にて使用します。

お客様の個人情報の開示・訂正・削除を希望される場合には、下記お問合せ窓口までご連絡ください。

- (1)製品およびサービス 利用決定通知書の納品
- (2)保守サービスの提供
- (3)本サービスに関する各種情報のご案内

個人情報のご提供を頂けない場合には、本サービスをお届けできなくなる場合がございますので、予めご了承ください。

当社は、お客様の個人情報を適切な安全対策のもと管理し、次の場合を除き第三者に開示・提供いたしません。

- (1)法令により提供を求められた場合
- (2)上記利用目的を実施する為に、適切な機密保持契約を締結した業務委託先へ委託する必要がある場合
- (3)上記利用目的の範囲内で、当社と機密保持契約を締結している関係会社・協力会社に対して、機密情報あるいは個人情報を提供する必要がある場合
- (4)当社の販売店の仲介でお申込みされた際、上記利用目的の範囲内で、当該販売店に機密情報あるいは個人情報を提供する必要がある場合。但し、当社は販売店に対して機密保持義務を課すものとします。

なお、個人情報の提供する場合は、ご提供頂いた個人情報の全ての項目について、電子的な伝送または紙面/電子媒体による搬送もしくは手渡しにて提供します。

また、お客様の個人情報の開示・訂正・削除を希望される場合には、下記お問合せ窓口までご連絡ください。

個人情報の取扱全般に関するキヤノン IT ソリューションズの考え方をご覧になりたい方は、個人情報保護方針 (<https://www.canon-its.co.jp/policy/privacy.html>) をご覧ください。

ご記入に当たっては、<個人情報の取り扱いについて>に同意の上、ご記入をお願いいたします。

## 【個人情報保護管理者】

キヤノン IT ソリューションズ株式会社 WebPerformer サポート責任者

## 【お問い合わせ窓口】

キヤノン IT ソリューションズ株式会社 WebPerformer サポート責任者

TEL : 03-6636-5471

E-Mail : [prodp\\_head\\_sup@canon-its.co.jp](mailto:prodp_head_sup@canon-its.co.jp)

受付時間 : 9:00~17:00 (土日、祝日、当社休業日を除く)