061 Moodle Data Export Services

Service Definition

1. Introduction

This document explains the detailed terms and how to get the best from our Moodle Data Export services and should be read in conjunction with our Terms of Business available at https://tob.hubkengroup.com. In the event of any inconsistency between the provisions of this document and our Terms of Business, the terms contained within this document (in respect of such inconsistency) shall prevail.

This is a living document and is subject to updates and changes as and when required by us.

2. Moodle Data Export

You may request an export of your data at any time.

Data export is a chargeable service. An additional charge will apply if you want to export data from multiple sites.

For each fee received, we will export the data a maximum of three times.

We will only provide the service if you are not in arrears and, in the case of Multi-Year Services, if the full amount due for the Muti-Year Term has been paid.

2.1. Included data

Data from a single Moodle site that includes:

- A file containing an export of the Moodle site database
- The file system that contains files uploaded by users or created by the Moodle application

2.2. Excluded data

We will not include:

- The code or database tables for any feature, improvement or customisation we have offered to extend or enhance the Core Moodle application including, but not limited to, branding, reports, ecommerce solutions or plugins
- Third-party plugin code
- The configuration file
- Organised, individual files extracted from the file system.

2.3. Export methods

2.3.1. rsync

We will use rsync to transfer your data to a remote server.

2.3.2. Download location

If your service does not include additional storage and is not a custom plan, you may request access to a download location instead of rsync transfer.

If you opt for access to a download location, your data will be collated and made available at a location accessible via a web browser. We will provide you with the access information required to retrieve the exported data.

3. SFTP with Database Export

SFTP with Database Export is a chargeable service. An additional charge will apply if you want a nightly export data from multiple Moodle sites.

For each fee received, we will:

- Between 18:00 and 06:00 UK local time, collate the contents of the database of a single production Moodle site.
- Compile the collated data into a single archive file.
- Make the archive file available for you to access via SFTP.
- Delete the archive file for the previous evening's database export.

The initial period for the service will be 12 months from the date we receive payment, or at our discretion a purchase order, and will include the period in which we set up the service for you. If you continue with the service without a break, subsequent periods will be for 12 months unless otherwise stated in our sales invoice.

We will only provide the service and access to the exported archive files if you are not in arrears.

3.1. Included data

An archive file containing an export of the data from a single Moodle site database.

3.2. Excluded data

We will not provide:

- The file system that contains files uploaded by users or created by the Moodle application
- The code or database tables for any feature, improvement or customisation we have offered to extend or enhance the Core Moodle application including, but not limited to, branding, reports or plugins
- Third-party plugin code
- The configuration file
- Organised, individual files extracted from the file system.

3.3. Access method

Secure File Transfer Protocol (SFTP) access to a download location. We will provide you with the access information required to retrieve the exported data.

4. General conditions for data export services

4.1. Data storage

You accept that exported data will take up part of the data storage quota of the service from which the data is being collated and that you must purchase sufficient data storage capacity so that all services can operate correctly.

4.2. Data comparison

You accept there may be a variance between the production Moodle site and the data exported by this service owing to end-user activity and scheduled tasks that continue to operate during the period when data is being collated.

4.3.   Liability

We will have no liability if expected data is not present in the export, failure of the export, the processing duration of the export taking longer than expected or access related issues.

4.4.   Communication with third parties

You agree that we may communicate information including, but not limited to, technical and operational information regarding the transfer with any 3rd party acting on your behalf.