

062 Totara Transfer

Service Definition

1. Introduction

This document explains the detailed terms and how to get the best from our Totara Transfer service 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. Scope

Transfer of your data directly to another Totara Alliance Partner.

3. Transferring your data

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

We will transfer the data a maximum of three times.

Transfers must occur within 30 days of us receiving payment for the service or the last day of the HubkenCore service from which the data is being transferred (unless we have agreed to an extended transfer period in writing).

An additional charge will apply if you want to export data from multiple sites.

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 Multi-Year Term has been paid.

4. Transfer package contents

4.1. Included data

Data from a single Totara site that includes:

- An export of the Totara site database
- The file system that contains files uploaded by users or created by the Totara application

4.2. Excluded data

We will not include the following in the exported data:

- The code or database tables for any feature, improvement or customisation we have offered to extend or enhance the Core Totara 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.

5. Export method

5.1.1. rsync

We will use rsync to transfer your data to a remote server controlled by the receiving Totara Partner.

6. Conditions

6.1. Data storage

You accept that exported data will counts towards 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.

6.2. Data comparison

You accept there may be a variance between the production Totara 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 before export.

6.3. 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 takes longer than expected or access-related issues.

6.4. 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 third party acting on your behalf.