

Direct Database Access

Upon the execution of an Order Form by and between the Parties, which Order Form contains the Direct Database Access service, and subject to the Master Subscription and Services Agreement, by and between the Parties, and located at <https://traumasoft.com/msa>, Traumasoft will provide direct database access of the Customer's database to the Customer. The Customer represents and warrants that it has database knowledgeable staff, and Traumasoft agrees to provide this access via a read-only user with the understanding that the Customer has database knowledgeable staff. The Direct Database Access service shall be deemed part of the Subscription Services. Unless otherwise defined herein, capitalized terms used herein shall have such meanings as set forth in the Master Subscription and Services Agreement.

To facilitate this connection, the client will:

- Provide their public **static** IP address
- Notify Traumasoft if their public IP address changes

Based on the client-provided data Traumasoft will provide the connection details to enable the client to connect to the database. This connection will allow the credentialed user to access the entire database. This includes, but is not limited to: PHI, human resources records, payroll and salary information, and all other datapoints stored in your Traumasoft system. There is no permission structure, and no way to limit the ability of credentialed users to see all information stored in the database.

Traumasoft shall not be responsible for:

- Any unauthorized access resulting from the client's actions, including any access granted to third parties by the client
- Configuration of any client-side tools
- Training on the database schema
- Query creation or tuning (there is a limit (typically 30s) for the maximum duration of any query)
- A force majeure as defined in Section 16.11 of the Master Subscription and Services Agreement

Traumasoft may at its sole discretion reduce the number of connections or restrict access if it determines that the client is excessively loading the database or detects any malicious activity.

Schema Stability

Customer acknowledges and agrees that the database schema and the Direct Database Access service is subject to change without prior notice as Traumasoft continues to make

improvements and optimizations. Traumasoft recommends not relying on the current structure for long-term integrations, automated queries, or hardcoded logic.

To minimize potential disruptions:

- Use APIs or abstraction layers wherever possible.
- Regularly check for updates or announcements regarding schema changes.
- Reach out to our team if you have specific questions or need support with integration strategies.