

Direct Database Access Service

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 agree 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 Customer will:

- Provide to Traumasoft a public ssh key and their public IP address
- Notify Traumasoft if their public IP address changes

Based on the Customer-provided data Traumasoft will provide the connection details to enable the Customer to connect to the database.

Traumasoft shall not be responsible for and shall have no liability for:

- Any unauthorized access resulting from the Customer's actions, including any access granted to third parties by the Customer
- Configuration of any Customer-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, in its sole discretion, that the Customer 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.