

This FAQ provides information about how Avalara sells subscriptions to its services. Please contact your sales representative if you have additional questions. This FAQ is for informational purposes only and does not form a part of a contract.

### About Avalara

Avalara makes tax compliance faster, easier, more accurate, and more reliable for 41,000+ business and government customers in over 75+ countries. Tax compliance automation software solutions from Avalara leverage 1,200+ signed partner integrations across leading ecommerce, ERP, and other billing systems to power tax calculations, document management, tax return filing, and tax content access. More information at [www.avalara.com](http://www.avalara.com).

### What is SaaS?

Avalara offers Software-as-a-Service (SaaS), which means our services are delivered online rather than as software you download and install. This allows us to seamlessly update and enhance our services, so you don't need to purchase or download updates.

### How do we purchase Avalara's SaaS offerings and where is the contract?

Your sales representative will send you a sales order to sign that links to Avalara's online [Service Terms](#).

### Which terms apply to our purchase?

In addition to Avalara's Service Terms, certain Service-Specific Supplemental Terms may apply depending on the service(s) you purchase. For example, if you buy AvaTax, the AvaTax Service-Specific Supplemental Terms will apply. Here's a guide to locate the applicable Service-Specific Supplemental Terms:

1. Check your sales order to see the name of each service you are buying.
2. From [legal.avalara.com](http://legal.avalara.com), click on "Service-Specific Supplemental Terms" on the left-hand side. From there, find the name of your service(s) and follow the links to the applicable Service-Specific Supplemental Terms. Any Service-Specific Supplemental Terms for services your company is not buying do not apply to your purchase and can be ignored.
3. If you buy Professional Services, that purchase is governed by our [Professional Services Terms and Conditions](#).

### Why does Avalara use online terms?

Avalara, like other SaaS vendors, delivers the same service to all our customers. Using online terms ensures that all customers are on the same version of the service and allows us to grow and evolve our business and technology.

### How are Avalara's Service Terms different from other SaaS vendors?

Our Service Terms already contain concessions requested by our customers, so you don't need to negotiate with us to get the best terms. We pay close attention to customer feedback, and we update the Service Terms annually based on that feedback.

### How do we know if the Service Terms get updated?

We typically modify our Service Terms once per year (on January 1) with updates taking effect as customers renew, upgrade, or purchase new services. We provide notice of changes prior to your renewal date, so you can review prior to renewing and contact us with any questions.

### Can we make changes to Avalara's Service Terms?

Because Avalara's Service Terms describe our business processes and risk profile, we cannot accommodate most requests for changes. If you have any questions or concerns about our Service Terms, please give us a list of the primary issues (email is fine). We consistently receive feedback from our customers that our Service Terms are fair, bilateral, and easy to sign.

### What about service availability?

We agree to use commercially reasonable efforts to make the services available 24 hours a day, 7 days a week, with certain exceptions.

#### Can our affiliates use the services we purchase?

Our Service Terms allow our customers to use the services enterprise-wide for any related entities that meet the definition of "Affiliate" in our Service Terms.

#### How does Avalara protect customer data and confidential information?

Avalara is sensitive to the data security and privacy concerns of our customers, and safeguarding customer data is a top priority for us. Here are a few examples of what we do:

1. Our customers remain in control of their data and are responsible for determining data access and use.
2. Customer data is stored in secure, state-of-the-art data centers with backup systems.
3. We implement and maintain appropriate safeguards and security methods designed to prevent unauthorized release or access to your customer data and confidential information.
4. Avalara uses independent third parties to perform audits of our security program ensuring we have comprehensive controls protecting your data.

#### Will Avalara use my security and privacy exhibit?

Avalara's ability to provide a consistent, quality service on a multi-tenant SaaS-basis relies on standardizing our processes. This means we are not able to accommodate customer-specific security and privacy exhibits. We must control our data security and management procedures and adjust them over time to align with evolving technology and the improvements we make to the service.

#### What about compliance with data privacy laws and managing data subject requests?

1. Avalara processes personal data only according to our customers' instructions. Avalara complies with and facilitates our customers' compliance with all applicable laws related to data privacy.
2. Avalara's Service Terms include a [Data Processing Agreement](#) and CCPA representations. See Section 4 of our Service Terms for more information about data privacy compliance.

We understand how important it is to properly manage your customers' personal data requests. You can read about data management [here](#). Please work with your privacy team to determine whether to include Avalara in data subject deletion requests. Deleting tax-related data often impacts legal obligations, such as tax filing, certificate management, and audit.

#### How do we cancel a Service?

Instructions for canceling a Service are available in the <https://knowledge.avalara.com/cancellation>.