FundRaiser Hosted Terms and Conditions

License Ownership: When Hosted services are purchased from FundRaiser Software, the organization (hereafter referred to as "client") retains all licensing rights to the software and is granted remote access on a secure FundRaiser server.

When Online services are purchased from FundRaiser Software, the organization (hereafter referred to as "client") leases all licensing rights to the software and is granted remote access on a secure FundRaiser server.

Data Ownership: All data stored in FundRaiser and its backups remain the property of the client to which the software is licensed.

Access to Client Data: No special access to the data by FundRaiser staff, or any other entity, is granted or implied. If special access by FundRaiser Staff is desired (for remote support, for example), permission must be granted by the client prior to access. If special access by another firm or entity is desired by the client, written consent on client letterhead is required to authorize access.

Security of Data Center: Client data is located on a secure FundRaiser server, which is housed in a secure data center local to the FundRaiser offices. The data center is compliant with all PCI DSS Standards. Access to the server is secure and is monitored by guard and camera.

Security of Client Data: Client data stored on the FundRaiser server is protected behind both hardware and software firewalls. Additionally, all data, even data being viewed by the client using GoGlobal, is protected by a proprietary double encryption procedure. Backups are stored securely offsite (see Backing up Client Data below) and are also encrypted.

Backing up of Client Data: FundRaiser Backups are captured several times each day and are stored and managed by Carbonite. All backups are encrypted and password protected. Backups are stored in multiple online locations and are available for immediate restoration when needed. Backups are included in the hosting service, and are maintained for 30 days; however it is recommended that the Client also create local backups if desired for specific dates or times.

PCI Data Security Standards: Both FundRaiser Software and its data center comply with all PCI Data Security Standards.

Termination of Hosting Service: The client may terminate the Hosting service at any time, effective on the first day of the following month. Please be advised that hosting fees that have been pre-paid are not refundable.

Accessing FundRaiser Data after Terminating Hosting Services: The client may terminate the hosting service at any time (see Termination of Hosting Services). Upon termination of account, FundRaiser Software will create a new backup of client data and send it to the client using a secure file transfer service. DataDump services are also available upon request, and include exporting all FundRaiser data to CSV files.

GoGlobal Licensing: Clients will connect to the FundRaiser server using a GoGlobal, application web enabling software. Payment of setup fees to FundRaiser Software includes rights to download GoGlobal on unlimited client machines. All licensing and support fees for GoGlobal are paid by FundRaiser Software.

Internet Url and Ports

Port no.	IP Address/Url	Direction	Purpose / Required for..
491 / Go-Global	67.224.119.130-.134 / server.frhosted.com	Bidirectional	Secure communication channel for remote connection to the FundRaiser Hosted / Online Servers
443 / HTTPS	173.201.189.42 / FundRaiserDonorPortal.com	Outbound	Reading Secure Web pages of the Donor Portal

How to Test Your Network Firewall Security

We recommend that you check the security of your network firewall on a regular basis (monthly is good). Gibson Research Corporation (grc.com) provides a free service which will perform this check for you. You must run this check from your network (you can run it at home, too, but doing so will check your computer or network there, not at the office).

To use the service, just start up your browser (Internet Explorer, FireFox, etc) and….

1. Visit http://www.**grc.com**
2. Click on the **'ShieldsUP'** Logo.
3. Scroll down to the 'Hot Spots' section (about mid way down the page)
4. Click the **'ShieldsUp'** link
5. Click **'Proceed'** just under the 'If you are new to this site…' box
6. In the blue box in the middle of the screen, click the **'All Service Ports'** button.
7. The site is now scanning your firewall. This may take a few minutes to finish. You may want to scroll to the bottom of the page to watch the progress.
8. Once it is finished scanning, at the bottom of the screen you will see either a **'Passed' or 'Failed'**. There is also a 'Text Summary' button. If you receive a 'Failed' message, click on this button and copy and paste the contents of the next screen into an email and send it to support@fundraisersoftware.com.

Contact Information:

FundRaiser Software by
    FundRaiser Software
    PO Box 901
    West Plains, MO 65775

For Tech Support:
    800-543-4131
    520-825-1391
    support@FundRaiserSoftware.com

For Sales:
    800-880-3454
    417-256-4280
    sales@FundRaiserSoftware.com

For the General Office:
    800-880-3454
    417-256-4280
    417-256-6370 fax
    mail@FundRaiserSoftware.com

(Note: the 800 numbers are valid in the US and Canada only)