



Code of Practice

BASDA members who subscribe to the BASDA Code of Practice agree to abide by the following terms:

Product Development

They will provide a mechanism by which users can submit requests for enhancements to their standard software.

In planning new functions and features they will always consider the impact on existing customers and endeavour to provide them with the opportunity to adopt a new version with as little disruption as possible.

The software house will review new legislation that may impact the customer's use of the software and where appropriate, pro-actively seek to make available upgrades or new versions to address new legislative demands.

Where software purchased from the software author is reaching the end of its life-cycle the software house will always seek to provide at least 12 months notice of product withdrawal. Where possible, the BASDA member will always seek to provide the user with a viable upgrade path to a current product at a preferential commercial rate.

Testing / Quality Assurance

Each new product or version release will be rigorously tested by the software author before being released to its customers.

The software house will strive to adopt "best practice" in applying testing methodology in order to deliver the highest quality standards.

The software house will take reasonable steps to ensure that its released software is free of any software virus.

If a user identifies an issue within the software application, then the software house will provide a mechanism for the user to report that issue and have it logged by the software house. In all cases, the

software house will endeavour to provide the customer with a timely response to their issue regarding progress and action.

Documentation / Information

The software house will provide information on new release functions and features, to its supported users, either electronically or in a paper-based format.

The software house will make available manuals and/or on-line help, to a high standard to assist users in their use of the software.

The BASDA member will provide a mechanism to keep existing customers advised of significant changes in the software by way of Newsletters or information published on a web site, or via information communicated via a reseller channel.

Software Support

The software house will make available, either directly, or indirectly, a range of support services for its users to subscribe to.

The software house will ensure that its prices for ongoing support or licence fees do not discriminate against an existing customer when compared to a customer making an initial software purchase.

Disputes

In the event that the user has a dispute with the software house that might be service or product related, then the software house will provide the user with a clearly defined escalation process for resolution.

Agreement

We agree to abide by the BASDA Code of Practice

Member Company
Dataflow (UK) Limited

Signed on behalf of BASDA Member
Dariusz Mogtader, Managing Director

25th August 2004