ibSphere · Contract documents

English

Draft for approval. Do not use for binding orders or approved customer deliveries. Complete open fields before use; legal and commercial review is required.

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Terms and Conditions for Business Customers

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1. Supplier and scope

Your contracting party is Inceptum Business Solutions GmbH, Erich-Nörrenberg-Straße 7, 58636 Iserlohn, Germany (Inceptum). Once validly incorporated, these terms govern orders for software, usage rights and services through shop.inceptumgroup.de. The offering is exclusively for persons acting in their trade, business or independent professional capacity, legal persons under public law and special funds under public law.

The purchaser must provide accurate company and verification details and have authority to order. A checkbox does not itself change a customer's legal status. A genuine business transaction does not carry a statutory consumer withdrawal right; this clause does not exclude mandatory rights of a person actually acting as a consumer.

2. Contract documents and priority

Individually negotiated agreements take priority. They are followed by the order or acceptance confirmation stating the agreed scope, the applicable product schedule, the software licence terms and these general terms, as incorporated at ordering. Maintenance, service or partner terms apply only to expressly ordered services. A separately concluded data processing agreement takes priority for processing on behalf of a customer. Any legally overriding arrangements remain unaffected.

German and English contract versions are available; the order identifies the agreed contract language. Another language version is a reading aid unless also agreed. Later website changes do not amend existing contracts. Different purchasing terms apply only if expressly accepted by Inceptum.

3. Orders and formation of contract

Product listings invite orders. Before submission, the customer can check and change the basket, company details, system number, licence model and payment method. Submitting an order with an obligation to pay constitutes a binding offer. The automatic receipt acknowledgement only confirms receipt. A contract is formed by a confirmation expressly accepting the order or by authorised delivery of the ordered service or software. Payment authorisation alone is not acceptance.

Inceptum accepts or rejects an offer within five business days of receipt; business days are Monday to Friday excluding public holidays at Inceptum's registered office. Without timely acceptance the customer is no longer bound. Any amounts collected for unaccepted orders are refunded without undue delay. This period is a proposed commercial term requiring confirmation before sales approval.

The applicable terms and product information must be accessible and capable of being saved before ordering. The acceptance confirmation provides the agreed order and applicable document versions on a durable medium. Including terms in an installation package later does not replace their timely incorporation.

4. Prices, taxes and payment

The order states the net price, applicable taxes, total price and binding order currency, EUR or USD. Subscriptions state the billing interval and cost for the agreed term. Providing a VAT identifier does not automatically qualify a transaction for tax exemption. Reverse charge or other tax treatment is applied only when its requirements have been met and verified. An accepted order is not repriced solely because exchange rates change.

PayPal and card payment are available only when offered in the approved checkout. Payment on invoice requires prior approval and the payment terms stated in the order. Unless otherwise agreed, the agreed amount becomes due upon acceptance of the order. Statutory remedies for late payment apply; no automatic contractual penalty is agreed. Payment service provider terms govern the relevant payment service relationship.

5. Delivery and cooperation

Software is delivered digitally after contract formation and fulfilment of the agreed payment requirements. Approved invoice purchases may be delivered before payment. There is no free download or trial before purchase. Delivery timing, supported environment and included items must be stated before ordering. Downloads do not involve physical shipping.

The customer provides accurate system and contact details, lawfully licensed third-party software and the agreed technical environment. The customer backs up data before installation or changes and tests changes in a suitable environment. Delays and their consequences are addressed specifically; cooperation duties do not generally exclude statutory defect remedies.

6. Term, renewal and termination

Perpetual licences grant the agreed usage right without a time limit; maintenance and additional services require separate agreement. For subscriptions, the order and software licence terms specify the start, end, billing interval and any expressly agreed renewal and notice period. Without an express renewal arrangement a fixed-term subscription ends on the agreed end date. A billing interval alone does not establish a minimum term.

Termination notices may be sent in text form to info@inceptumgroup.de, identifying the customer and contract. Rights to terminate for cause remain unaffected. Price changes and extensions require a valid agreement; unrestricted unilateral price changes during an agreed term are not provided for.

7. Defects and liability

Statutory defect remedies for the relevant type of contract apply. This draft does not shorten statutory limitation periods. The customer describes faults in a reproducible way and permits reasonable investigation and remediation. Statutory duties to inspect and notify apply only where their legal requirements are met. Function descriptions form part of the agreed characteristics when incorporated into the contract; a guarantee requires an express guarantee declaration.

Liability is governed by applicable statutory law. This draft contains no blanket liability cap and no exclusion for data loss or lost profits. Any desired commercial limitation of liability must be separately reviewed legally and transparently agreed before sales begin.

8. Data protection, international orders and governing law

The shop privacy notice explains processing of order and contact data. Supplying a software licence does not automatically create a controller-processor relationship. Where Inceptum processes personal customer data on the customer’s behalf, an appropriate agreement with specific schedules is concluded beforehand.

Contracts are governed by German law, excluding the United Nations Convention on Contracts for the International Sale of Goods. Mandatory legal provisions remain unaffected. For merchants within the meaning of German commercial law, legal persons under public law and special funds under public law, the courts at Inceptum’s registered office have jurisdiction to the extent such an agreement is permissible; otherwise statutory jurisdiction applies. Selecting a language or currency does not constitute approval to supply every country. Applicable export control and sanctions laws must be observed.

Software Supply and Licence Agreement

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1. Subject matter and selection of model

This agreement supplements the business terms for ibSphere CRM or ibSphere wizard. The order or licence schedule identifies the parties, product, approved version, usage scope, SAP system number, licence model, term, price, delivery date and applicable document versions. The customer receives only the expressly ordered model. No licence may be delivered without an unambiguous model and scope.

Perpetual licence: once the agreed payment requirements are met, the agreed usage right is granted without a time limit. Termination of maintenance does not terminate this right. Subscription: the usage right applies only for the expressly agreed term. Included maintenance, feature updates or specific support services are identified separately. A subscription licence does not automatically mean that Inceptum hosts the software.

2. Rights and restrictions

The customer receives a non-exclusive right to use the delivered object-code version for its own business purposes within the ordered scope. Installation, loading, display and copying required for intended operation are included. User, tenant, company, instance and environment limits are defined exclusively in the licence schedule. In the absence of a further agreement, no unlimited group-wide, hosting, service-bureau or distribution licence is granted.

Backup copies and acts permitted by law remain allowed. Mandatory rights, including lawful use, correction of errors, observation and study, and achieving interoperability under sections 69d, 69e and 69g of the German Copyright Act, are not excluded. Statutory exhaustion and resale rights remain unaffected. Otherwise, sublicensing, provision to third parties and circumvention of technical licence controls require an appropriate agreement.

3. Purchase, interim licence and full licence

The download and interim licence are provided only after purchase. Here, purchase means documented acceptance of the order once the agreed payment or invoice-approval requirements are satisfied. The offering does not include a free trial before purchase. The interim licence is intended to last ten consecutive days from the start time stated in the purchase confirmation. The licence schedule records the start and end with a time zone.

The interim licence bridges the period until the full licence is issued; it does not create a return right or an optional trial purchase. The full licence is tied to the ordered SAP system number and replaces the interim licence. For a subscription, the full licence remains limited to the ordered term. For a perpetual licence, technical licence validation must not impose a time limit on the perpetual usage right without a legal basis.

Inceptum supplies the full licence before expiry where the agreed prerequisites have been met. If issuance is delayed for reasons attributable to Inceptum, an appropriate interim solution is provided without an additional licence fee; statutory remedies remain available. Technical expiry must not delete customer data. System changes, restoration and replacement hardware are handled through a traceable reassignment process; concurrently usable additional systems require the agreed entitlement.

4. Technical requirements and changes

The product schedule identifies supported SAP versions, database platforms, operating systems, interfaces and required third-party licences for the specific delivered version. Unapproved features and future developments are not owed. SAP licences, infrastructure, implementation and data migration are included only if expressly listed. Product and third-party updates must be checked for compatibility before use.

Required security updates and statutory remediation are governed by applicable law and express commitments. Access is not made dependent solely on additional paid maintenance where free provision is required. Feature development, consultancy and installation assistance may be charged separately. Binding support periods must be stated in the product schedule before ordering.

5. Components, data protection and end of contract

Open-source and other third-party components are subject to their respective terms, supplied with the specific release as Third-Party Notices. This agreement does not restrict those terms. Source code is supplied only where separately agreed or required by applicable component licences. A complete, release-specific component review is a delivery prerequisite.

The customer remains responsible for lawful use of its data. Operation in the customer’s environment does not give Inceptum automatic access to business data. Remote access, telemetry and external AI or communication services require a separate technical and data protection basis. Licence administration uses only necessary contract, product and system-assignment information.

When a time-limited usage right validly ends, the customer stops further use and removes program copies no longer required, without prejudice to legal retention requirements and legitimate evidentiary purposes. Beforehand, the customer has an opportunity to preserve its data using the agreed available functions. Data export, technical consequences of expiry and any transition period must be described for the product. Neither termination of maintenance nor a mere version update ends a paid perpetual licence.

Product Schedule: ibSphere CRM

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1. Purpose and agreed scope

ibSphere CRM extends SAP Business One with CRM functions. The project includes capabilities for business partners and contacts, activities, opportunities, quotations and reporting. A release-specific specification states which functions are approved and included in the ordered version. A development build, demonstration or preview is not approval for customer delivery.

Complete before ordering: item and edition [____]; approved version/build [____]; included modules and write functions [____]; expressly excluded functions [____]; scope per user, SAP company, tenant and instance [____]; production, test and replacement environments [____]. Blank fields in this draft must not be used as promised functionality.

2. Operation and prerequisites

The project to date comprises an extension for SAP Business One Web Client and a configuration service. It uses SAP Business One Service Layer and existing SAP permissions. The final delivery architecture and installation guide are defined for the approved release. SAP licences and infrastructure are not automatically included in the ibSphere licence.

Approval matrix: SAP Business One version/feature package [____]; Web Client/Service Layer [____]; HANA and/or SQL Server with individually tested versions [____]; server/client operating systems [____]; browsers [____]; resources [____]; network, TLS and permissions [____]. Only combinations expressly approved in the matrix are supported. The ability to establish a connection does not replace evidence of compatibility.

3. Licensing and delivery

The order selects a perpetual licence or subscription. It identifies the licensed SAP system number and permitted companies and environments. The intended process provides a download and ten-day interim licence only after purchase, followed by an assigned full licence. This intended process must be demonstrated by an end-to-end test before customer sales; contract documents do not themselves implement licence enforcement.

The approved package must include installation and user guidance, the release-specific product schedule, agreed contract versions, privacy/security information and actual third-party licence texts. A software bill of materials (SBOM), checksums, provenance and approval records, and installation and rollback instructions form part of the release process. Customer-specific licence files and evidence are delivered separately with access controls.

4. Data, interfaces and security

Business data is processed in the agreed SAP/customer environment. Configured write functions may create or modify SAP records. Optional mail, calendar, campaign or AI connections are included only when individually agreed and approved. Recipients, data scope, transfer locations and required agreements must be determined before activation. The licence does not provide a blanket waiver of that review.

Security contact: security@inceptumgroup.de. Product-specific support start [____], binding support end [____], supported release lines [____], update route [____], data export/expiry behaviour [____]. A support-period assessment is in progress in the project; this document does not infer an already approved period or any CRA/CE declaration of conformity from that work.

Product Schedule: ibSphere wizard

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1. Product and functions requiring approval

ibSphere wizard supports adjustments to SAP Business One interfaces and workflows. The partner presentation describes capabilities including moving, hiding and renaming fields, required-field and validation rules, additional buttons, macros and Service Layer workflows. Only functions expressly approved for the ordered build form part of the contract.

Complete before ordering: version/build [____]; standalone product or suite component [____]; included modules [____]; read/write actions [____]; limits for customer-specific scripts [____]; supported SAP versions, databases and clients [____]; installation and permission requirements [____]. Standalone product and licence approval remains to be confirmed.

2. Licence and delivery

The order specifies a perpetual licence or subscription. The licence schedule must state the user, company, instance and test-system scope and SAP system number. The wizard project must implement and verify post-purchase download and ten-day interim licensing, full licensing, system changes and technical expiry controls before that service is sold.

3. Responsibility for configurations

Customer-specific rules, macros and write access must be tested in a suitable test environment for business effect, permissions and data integrity before production use. The customer documents its configurations and maintains backups. Inceptum remains responsible for its services under the agreed terms and applicable law; these cooperation duties do not exclude responsibility for product defects. Individual implementation and customisations require separate commissioning.

4. Operation, data and support

Data flows, external services, telemetry, licence validation and stored configurations must be described for the approved build. No unverified local-only processing or unrestricted platform compatibility is promised. Binding support start and end [____]; update route [____]; security contact and reporting process [____]; data access following licence expiry [____]; actual third-party notices/SBOM [____].

Maintenance, Support and Services Terms

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1. Commissioned services

These terms apply only when expressly incorporated for maintenance, support, installation, consultancy or training. The service order identifies the product version, scope, contacts, place of performance or remote access, period, fees, travel expenses and cooperation. A licence purchase alone does not include unlimited support, project services or custom development.

The order must specify whether a service activity or a defined result is owed. For a result-based engagement, the deliverable, verifiable acceptance criteria and acceptance procedure must be agreed. These terms do not provide for blanket deemed acceptance by silence. Scope changes, including their effect on price and dates, require a traceable agreement.

2. Maintenance and security updates

The order specifies the included feature updates, fault analysis and assistance. Version migrations, data migration, customer-specific extensions and their revalidation are included only if expressly agreed. Statutory defect remedies and mandatory security updates remain independent of optional maintenance.

The product-specific security support period must be defined separately and may not be shortened by termination of maintenance contrary to legal duties or binding commitments. Access to security updates that must be provided free of charge is treated separately from paid installation, consultancy or additional features.

3. Support process and service hours

The customer reports faults through the agreed channel, identifying the version, affected function, time, reproduction steps and, where possible, sanitised logs. Credentials and unnecessary personal data must not be sent without protection. Priority and handling follow the agreed scope. Without an express service level agreement, no 24/7 availability, fixed response time, restoration deadline or uptime is promised.

A separate security reporting channel is not a general customer support SLA. Remote access is limited in time and scope, approved and subject to appropriate safeguards. Where processing on the customer’s behalf is involved, the processing agreement and specific schedules must be in place before access.

4. Training and appointments

The training order and appointment confirmation specify participant numbers, language, format, content and prerequisites. Recordings require a separate arrangement and any necessary consent or other legal basis. Training materials are intended for the agreed participants; redistribution or public publication is not included without a right or permission.

Rescheduling, cancellation and travel expense rules must be stated specifically before commissioning. This draft includes no flat cancellation fees. Statutory rules apply unless a valid special arrangement is agreed. The service order defines a maintenance agreement’s term, renewal and termination; without a renewal arrangement a fixed-term order ends on the agreed end date.

Addendum for Partner Orders

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1. Role and individual order

Partner registration alone grants no authority to represent Inceptum, exclusivity, territorial protection, discount or resale right. Each order identifies the role: the partner's own use, an authorised order in the end customer's name or approved resale. The contracting party, invoice recipient and end licensee must be unambiguous. Wider distribution relationships require a separate partner agreement.

2. End-customer licence and contract evidence

For approved resale, the end customer, SAP system number, product, model and scope are documented before licensing. The partner ensures that the end customer receives and validly accepts the applicable usage terms before placing a binding order. A contract between Inceptum and the end customer must not be inferred solely from a partner order. The contract route and permitted onward licensing must be defined in the partner order.

The document version and traceable acceptance evidence are retained. The partner may not make different manufacturer commitments, unlimited support promises or conformity claims in Inceptum's name. Required information and security notices must reach the end customer unchanged.

3. Commercial terms, support and data

Discounts, margin, currency, payment period, first- and second-line support and responsibility for installation and training require express agreement. None arise automatically from partner status. Partner access to customer systems requires the necessary authorisations and data protection agreements. Only end-customer data necessary for ordering and licensing is transferred.

4. Trademarks and end of cooperation

Logos and product materials may be used only within the authorised scope and under the agreed brand guidelines. Termination of a partner relationship does not automatically terminate validly granted perpetual end-customer licences. Existing subscriptions and committed support obligations are handled under the relevant end-customer contracts. Wind-down arrangements and transfer of customer contacts are agreed when cooperation ends.

Data Processing Agreement with Schedules

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1. Parties, subject matter and effectiveness

Controller: organisation, address and contact [____]. Processor: Inceptum Business Solutions GmbH, Erich-Nörrenberg-Straße 7, 58636 Iserlohn, Germany, info@inceptumgroup.de. This agreement applies only to processing on behalf of the controller specifically described in Schedule A under Article 28 GDPR. It becomes binding upon valid agreement by the parties and completion of Schedules A to C. Software licensing alone does not establish processing on behalf of a controller.

Schedule A defines the subject matter, nature, purpose, data types, categories of data subjects, duration, processing locations and deletion process. The controller determines purposes and essential means, ensures a legal basis, informs data subjects and is responsible for the lawfulness of its instructions. This does not affect Inceptum's duties as processor.

2. Instructions and confidentiality

Inceptum processes personal data only on documented instructions from the controller, including transfers to third countries, unless processing is required by law. In that case Inceptum informs the controller of the requirement beforehand unless the law prohibits this on important public interest grounds. Schedule A identifies authorised instruction-givers and recipients. Urgent oral instructions are documented without undue delay.

If Inceptum considers an instruction to infringe data protection law, it promptly informs the controller and suspends the affected processing pending clarification where necessary. Persons with access are bound by confidentiality commitments or an appropriate statutory duty of confidentiality. Access is granted only to the extent necessary.

3. Security of processing

Inceptum implements technical and organisational measures appropriate to the risk under Article 32 GDPR. Schedule B must specifically document the measures actually agreed and their evidence. Protection needs, confidentiality, integrity, availability, resilience, recovery and regular effectiveness reviews must be considered. Changes may not reduce the agreed protection level; material changes are documented and communicated.

An empty measures list or a product security description does not demonstrate implemented operational safeguards. Before production remote access or hosting, measures must be reviewed, access methods defined and necessary approvals recorded.

4. Subprocessors and third countries

Subprocessors named in Schedule C with their services and processing locations are specifically authorised on conclusion. Any later addition or replacement requires the controller's separate prior authorisation in text form. An empty schedule provides no blanket authorisation. Inceptum contractually imposes the same data protection obligations on these organisations and remains responsible to the controller for their performance.

Processing outside the EEA requires, in addition to instructions and authorisation, a lawful basis under Chapter V GDPR, including necessary safeguards, transfer assessment and supplementary measures. This agreement is not itself a third-country transfer instrument. Hosting the shop at Mittwald does not automatically make Mittwald a subprocessor for all CRM customer data.

5. Assistance and personal data breaches

Taking account of the nature of processing, Inceptum assists the controller through appropriate measures in responding to data subject rights. Requests received directly are promptly forwarded and not answered independently without instructions unless legally required. Inceptum also assists with security, supervisory authority notifications, communication to data subjects, data protection impact assessments and prior consultation to the extent required by law, considering the information available.

Inceptum notifies the controller of a personal data breach without undue delay after becoming aware of it. Where available, the notification describes its nature and scope, affected data and individuals, contact point, likely consequences and measures taken or proposed; missing information is provided in stages. Inceptum preserves necessary evidence and assists containment. The controller's statutory notification deadline is not a waiting period for Inceptum.

6. Evidence and audits

Inceptum makes available all information necessary to demonstrate compliance with Article 28 GDPR and allows and contributes to audits, including inspections, by the controller or its appointed auditor. Audits are coordinated where appropriate and protect other customers' confidential information. Notice or cost arrangements must not obstruct urgency, specific incidents or statutory audit rights. Any fees for additional services are agreed transparently; statutory cooperation is not made dependent on unresolved fees.

7. End of processing, return and deletion

After the services end, Inceptum returns or deletes the data, including existing copies, at the controller's choice unless law requires retention. Schedule A defines the format, timing and treatment of backups. Data subject to legal retention is restricted, processed only for that purpose and deleted when the period ends. Completion is evidenced on request. Confidentiality obligations survive termination.

Schedule A: Specific processing

Complete and agree before access: main agreement/service order [____]; exact activity and purpose [____]; start/end [____]; data types [____]; categories of data subjects [____]; special-category data or exclusion of such data [____]; systems and processing locations [____]; authorised instruction-givers and emergency contacts for both parties [____]; return format and timing [____]; deletion/backups and evidence [____]. Include only data actually required; do not enter production passwords in this schedule.

Schedule B: Technical and organisational measures

For each measure record implementation, owner and evidence: identities/roles/MFA [____]; premises and device access [____]; transport/storage encryption and key management [____]; tenant separation [____]; logged, approved remote support [____]; backups and tested restoration [____]; patch and vulnerability management [____]; confidentiality/training [____]; deletion and media [____]; incident response [____]; regular effectiveness review [____]. This list identifies review areas and does not claim that measures have already been implemented.

Schedule C: Subprocessors and execution

For each organisation: legal name/address [____]; specific service [____]; data/data subjects [____]; processing and access locations [____]; authorisation [____]; for third-country involvement, transfer instrument and assessment [____]. If no subprocessors are used, this must be expressly confirmed. Execution: controller, name/role, date and signature or evidenced electronic acceptance [____]; Inceptum, name/role, date and acceptance [____].

Order and Licence Schedule

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1. Parties and document versions

Supplier: Inceptum Business Solutions GmbH, Erich-Nörrenberg-Straße 7, 58636 Iserlohn, Germany. Purchaser: legal name/form [____]; address/country [____]; authorised contact [____]; email [____]; evidence of business status [____]; VAT/tax ID and verification result [____]. Order number [____]; contract date/acceptance time with time zone [____]; contract language DE or EN [____].

Incorporated documents, each with version, filename and SHA-256: general terms [____]; software agreement [____]; product schedule [____]; maintenance/services if applicable [____]; partner addendum [____]; separate DPA [____]. Evidence of pre-order display and acceptance [____]; delivery of contract copy [____]. New orders may use only expressly approved versions, not drafts.

2. Product, scope and licence model

Product/item/edition [____]; approved build/package checksum [____]; product specification and requirements [____]; end licensee [____]; SAP system number [____]; SAP companies/tenants [____]; user/instance scope [____]; production/test/replacement systems [____]; included modules [____]. Partner role, if applicable [____].

Select exactly one model: [ ] perpetual licence; [ ] subscription. For perpetual licensing: start of perpetual usage right [____]; maintenance separate or included until [____]. For subscriptions: usage start [____]; usage end [____]; minimum term [____]; billing interval [____]; express automatic renewal yes/no [____]; renewal term and notice period if yes [____]. No sale with incomplete information.

3. Price, payment and delivery

Order currency EUR or USD [____]; net price [____]; tax rate/amount or verified basis [____]; total price [____]; subscription total for agreed term [____]; payment method [____]; due date/payment period [____]; invoice approval if applicable [____]. Delivery date and secure download provision [____].

Interim licence: post-purchase start with time zone [____]; end exactly ten days later [____]; licence ID and system binding [____]. Full licence: target issuance before interim expiry [____]; licence ID [____]; perpetual or expiry date as ordered [____]. Process for delays, system changes and restoration [____]. Keys, signing secrets and passwords must not be included in the contract evidence.

4. Support, services and acceptance

Binding security support start/end [____]; supported release line [____]; update route [____]; support services/hours only if agreed [____]; additional installation/training [____]; acceptance criteria for result-based work [____]; required DPA concluded yes/no/not applicable with reason [____].

Purchaser confirmation, name/role/date/acceptance evidence [____]. Express order acceptance by Inceptum, name/role/date/evidence [____]. Different individually negotiated provisions [____]. This template is not itself an order or evidence of an issued licence.

Product Privacy, Security and Third-Party Information

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1. Purpose and product identification

Use this accompanying document with the completed product schedule and actual release files. Product, version, delivery architecture and issue date [____]. It is not a certification or a guarantee of complete security. It makes no claims about unapproved functions or untested environments.

2. Data processing and roles

Shop and licence administration: Inceptum processes information needed for enquiries, orders, payment, licence assignment and statutory retention under the shop privacy notice. This includes the SAP system number and agreed licence scope. A system number is not a password, but should still be accessible only to authorised persons. Production data and credentials are not required as general licence evidence.

Product operation: responsibilities, storage locations and access depend on the actual deployment. In a customer-operated environment, the customer remains responsible for its business processing purposes. Installing software does not grant Inceptum or partners blanket permission to access data. Hosting or support on behalf of a customer is carried out only under an appropriate agreement and necessary data protection schedules.

3. Release-specific data flow record

Complete before delivery: data categories and purposes [____]; local and remote storage locations [____]; roles/permissions [____]; licence validation and any network connections [____]; telemetry/diagnostics and disabling options [____]; logs and retention periods [____]; optional external providers and countries [____]; legal bases/transfer safeguards [____]. Inactive features must be identified as such. An empty list does not establish absence of data processing.

4. Secure operation and reporting

The operator uses appropriate roles, protected connections, credential protection, current approved components and tested backup/restoration procedures. Changes are tested in a controlled manner. Vulnerabilities in ibSphere CRM may be reported confidentially to security@inceptumgroup.de. Include the product version, technical description and sanitised evidence, but do not send passwords or entire customer databases unsolicited. A suitable transfer channel for confidential details can be arranged.

The binding reporting channel for wizard must be confirmed before delivery. The completed product schedule states the support end date and update route. A security contact is not a general support SLA. Manufacturer assessments, including applicable CRA duties, are performed through the release process; these documents declare neither CE nor CRA conformity.

5. Third-party components and document versions

Each approved package includes the actual applicable Third-Party Notices and required licence texts; a generic template does not replace them. Where component licences require source code or a source-code offer, this must be provided for the release. The SBOM identifies components but does not replace licence texts. SAP and other trademarks belong to their respective owners; an integration description does not imply manufacturer partnership or certification.

Contract files are linked to the order by version and checksum. A new version accompanying an update does not automatically amend existing contracts. Changes with contractual effect require a valid agreement. Technical installation acknowledgements must be distinguished from the original evidence of contractual acceptance.