ITERONIX HELPDESK

Remote Access and Monitoring Authorization

Version 1.0

Audience: Client organisation · Version 2026-11-18

By accepting, the Client authorises **Iteronix LLC** ("Iteronix") and its authorised personnel, as part of the Services under the Master Services Agreement, to:

1. **Install and operate software agents** on Client-owned or Client-managed devices, including the Iteronix device agent, remote-access agents (e.g. MeshCentral) and security/EDR agents (e.g. Wazuh).
2. **Collect device information**: hardware and software inventory, update status, security configuration, performance metrics, event and security logs needed to provide the Services. Iteronix does not intentionally collect document contents, browsing history or keystrokes.
3. **Access devices remotely** (desktop, terminal and file transfer) to provide support, maintenance and security response. For attended sessions Iteronix will try to inform the user; unattended access may be used for maintenance, updates and security incidents.
4. **Run scripts and make changes**, including installing updates, drivers and firmware, changing configuration, and restarting devices within agreed maintenance windows or with user notice.
5. **Take protective actions in a suspected security incident**, including isolating a device from the network, stopping processes and quarantining files, without prior notice where delay could increase harm. Iteronix will inform Client promptly afterwards.
6. **Access Client's cloud tenants** (e.g. Microsoft 365, Google Workspace) with the permissions Client grants, for monitoring, reporting and support.

Client confirms that

- it owns or is authorised to manage the devices and tenants concerned;
- it has informed its personnel that devices are monitored and may be accessed remotely, and obtained any consent required by applicable law;
- it will tell Iteronix promptly when devices are lost, stolen, sold or leave the organisation.

Limitations

Remote actions carry inherent risks (for example failed updates or reboots). Iteronix will act with reasonable care; liability is governed by the Master Services Agreement. Client may withdraw this authorization in writing, in which case affected Services may be suspended or terminated.