

Fleekdrive

Service Specifications

May 14, 2025 Edition
Fleekdrive Co., Ltd.

Revision history

Date of revision	Nature of revision	Reason for revision	Revised by
May 7, 2019	Newly prepared		
March 26, 2022	Added instructions on the Electronic Books Preservation Act option	Release of the Electronic Books Preservation Act option	Naoki
June 13, 2024	1.2.1. File management, sharing, and distribution; collaborative editing 2.1. Plans	Salesforce company name change Enterprise Plan abolished the Electronic Books Preservation Act option Plan change	Teshima
May 14, 2025	2.3. Available languages	Added Korean	Ikeda

Contents

- 1. Service Overview 5
 - 1.1. Definitions 5
 - 1.2. Overview of the Fleekdrive Service 5
 - 1.2.1. File management, sharing, and distribution; collaborative editing 5
 - 1.2.2. Fleekdrive mobile 5
 - 1.2.3. Fleekdrive desktop 5
 - 1.2.4. Fleekdrive file server 6
 - 1.2.5. Auditing option 6
 - 1.2.6. Electronic Books Preservation Act option 6
 - 1.3. Scope of services 6
- 2. Service Specifications 6
 - 2.1. Plans 6
 - 2.2. Fleekdrive Functions 7
 - 2.2.1. Fleekdrive function list 7
 - 2.2.2. Types of files stored 7
 - 2.3. Available languages 7
 - 2.4. Recommended hardware/software environment 7
 - 2.5. Life cycle policy for client application 7
 - 2.5.1. Client applications covered by life cycle policy 7
 - 2.5.2. Life cycle policy 8
- 3. Conditions of service provision 8
 - 3.1. Areas available 8
 - 3.2. Service hours 8
 - 3.3. Scheduled downtimes 8
 - 3.4. Recovery time objective 8
 - 3.5. Working environment 9
 - 3.5.1. Workplace 9
 - 3.5.2. Applicable work standards 9
 - 3.6. Preconditions for operations 9
 - 3.6.1. System operating environment 9
 - 3.6.2. Notification 9
 - 3.7. Control of changes in specifications 9
 - 3.7.1. Change in specifications and response to faults in connection with the Service 9
 - 3.7.2. Notification 9

3.8. Quality assurance standards	9
3.8.1. Quality	9
3.8.2. Performance	9
3.8.3. Reliability.....	10
3.9. Trail.....	10
3.10. File backups	10
4. Plan, usage fees, and invoicing	10
4.1 Plans and fees	10
5. Support	10
5.1. Support menu	10
5.1.1. Conditions of use for support.....	10
5.1.2. Support for client applications.....	10
6. Other conditions and points to consider	11
6.1. Use of user ID by multiple persons and at multiple times.....	11
6.2 Use on shared terminal	11
6.3. Handling of local files on Fleekdrive mobile	11

1. Service Overview

Fleekdrive (“Service” hereinafter) is the general term encompassing the following services provided by Fleekdrive Co., Ltd. (“Company” hereinafter).

These Service Specifications set forth the terms and specifications of the services provided to customers using the Service (“you” hereinafter).

The details of the services to be provided are as follows:

Fleekdrive

1.1. Definitions

The following terms used herein shall have the meanings specified below.

Server: cloud server prepared by the Company

Cloud: cloud computing services

File: electronic files, such as office documents, image files, and video files.

1.2. Overview of the Fleekdrive Service

The following items specify the services provided via the Internet from a cloud-based server:

1.2.1. File management, sharing, and distribution; collaborative editing

Assuming the presence of a browser and an Internet connection, this cloud-based file sharing service allows site-free joint file use and management, including secure file management, file sharing, collaborative editing by team members, and concurrent real-time conferencing.

If your environment is Salesforce, this service is available from Salesforce Japan Co.,Ltd. AppExchange.

1.2.2. Fleekdrive mobile

This client application provides access to Fleekdrive from mobile devices. The app allows access to all basic operations other than administrative functions.

1.2.3. Fleekdrive desktop

Fleekdrive desktop automatically synchronizes the Fleekdrive folder on the cloud and the folder on the client PC.

1.2.4. Fleekdrive file server

The Fleekdrive file server lets you automatically synchronize the Fleekdrive folder on the cloud and the folder on your network Windows file server. This is a Windows-based service.

1.2.5. Auditing option

This optional service monitors the trails of operations of files, folders in Fleekdrive, user accounts, authority, etc. If any operation trail against your audit policy occurs, it is possible to inform the user appointed as an audit manager of it as an unauthorized operation.

1.2.6. Electronic Books Preservation Act option

This optional service stores the documents required to be stored by the Electronic Books Preservation Act, such as national tax documents, receipts, and electronic trading data, in a dedicated space in Fleekdrive according to the law.

1.3. Scope of services

See “2. Service Specifications” for the scope of these services.

2. Service Specifications

Detailed specifications for the Service provided are as follows:

2.1. Plans

The functions and features available depend on the plan you select. Certain features may not be available, depending on the plan.

Service name	Plan name
Fleekdrive	Team
	Business
Fleekdrive Electronic Books Preservation Act option	Start plan
	Light plan
	Corporate plan

*Plans are subject to change.

* To use the Fleekdrive Electronic Books Preservation Act option, you need to subscribe to Fleekdrive.

2.2. Fleekdrive Functions

2.2.1. Fleekdrive function list

For the functions, see “Fleekdrive function list” in the Appendix.

2.2.2. Types of files stored

In principle, the Service places no restrictions on the files or formats that can be stored. However, note that you must consult with the Company if you intended to store the following file types:

- CAD or similar files
- medical or medical-related files
- files for military or similar purposes
- special files other than files for general office applications, images, music, video

2.3. Available languages

The Service is available in Japanese, English, (simplified) Chinese, Spanish and Portuguese, Korean.

2.4. Recommended hardware/software environment

The recommended hardware/software environment for each Fleekdrive service is provided on the website.

* See the “Support Environment” page on the Fleekdrive website.

2.5. Life cycle policy for client application

This summarizes basic policies for the nature and timeframe of the support provided for client applications. The purpose of this policy is to allow you to project future support for any applications you introduce.

2.5.1. Client applications covered by life cycle policy

The life cycle policy applies to the following applications:

Application name
Fleekdrive Desktop
Fleekdrive Server
Fleekdrive Mobile

2.5.2. Life cycle policy

The support period of each client application is posted on the Fleekdrive website.

*See the "Life Cycle Policy" page on the Fleekdrive website.

3. Conditions of service provision

3.1 Areas available

No access to or use of the Service in the countries and regions specified in Appended Table 3-2 of the Export Trade Control Order of Japan or no access to or use of the Service that violates the Japanese export control laws shall be permitted.

Furthermore, no access to or use of the Service in the countries and regions embargoed by the United States or no access to or use of the Service that violates the US export control laws shall be permitted.

3.2. Service hours

In principle, the Service will be provided 24 hours a day, 365 days a year. Note that service hours exclude service outages required for scheduled service upgrades, system maintenance, and other Company actions. All service outages/downtimes are pursuant to terms and conditions specified in the "Terms and Conditions of the Cloud Service."

3.3 Scheduled downtimes

Hours subject to downtimes scheduled to allow Service maintenance', upgrades, or system emergencies are based on the "Terms and Conditions of the Cloud Service."

The system will be unavailable during all scheduled downtimes set forth in the Terms and Conditions. In general, the service is likely to be unavailable from 10 p.m. of the fourth Saturday of each month to 8 a.m. of the following Sunday (Japan time).

3.4 Recovery time objective

In the event of server equipment failure, the recovery time objective (RTO) will be determined by the data center operations management company. Recovery in the event of application failures is generally within 24 hours from detection of the failure by the Company.

3.5 Working environment

3.5.1. Workplace

The Company will perform a series of tasks in connection with Service provision within the Company's offices or at a place to be designated separately by the Company.

3.5.2. Applicable work standards

The Company will perform SE services and other matters in connection with the Service in accordance with work standards established by the Company.

3.6. Preconditions for operations

3.6.1. System operating environment

As the system site managed and maintained to provide the Service, the Company will use a data center meeting the Company's quality and security standards.

3.6.2. Notification

The Company will issue all notifications related to the Service via the websites and e-mail.

3.7 Control of changes in specifications

3.7.1. Change in specifications and response to faults in connection with the Service

The Company will implement improvements and response to faults affecting the Service at its own discretion.

3.7.2. Notification

The Company will issue notification to you in connection with Paragraph 3.7.1. by the same means specified in "3.6.2. Notification" above.

3.8. Quality assurance standards

3.8.1. Quality

The Service is checked by the Company and must meet quality standards established by the Company.

3.8.2. Performance

The Service is provided via the Internet. Thus, no specific performance targets are established for download speed, upload speed, or other performance parameters.

3.8.3. Reliability

The Company targets a 99.9% uptime rate for the Service, excluding the hours set forth in “3.2. Service hours.”

3.9. Trail

The retention period for user CloudTrail data is five (5) years.

3.10. File backups

The retention period for the backup data for files stored by users shall be five (5) years; provided, however, that the retention period for files subject to the Electronic Books Preservation Act will be exceptionally extended to up to ten (10) years if you subscribe to the Fleekdrive Electronic Books Preservation Act option.

4. Plan, usage fees, and invoicing

4.1 Plans and fees

Usage fees and how the fees are invoiced are different between the plans and options of the Service.

For the plans, options, and the concept of invoicing, see “Fleekdrive Price List” and “Fleekdrive Electronic Books Preservation Act Option Price List” in the Appendix.

5. Support

5.1. Support menu

The Service provides a free support menu and two kinds of fee-based support menus. For support menu types and content, see “Fleekdrive Price List” in the Appendix.

5.1.1. Conditions of use for support

You cannot use the free support menu if you use the fee-based support menu.

5.1.2. Support for client applications

Fleekdrive mobile, Fleekdrive desktop, Fleekdrive file server will be treated as Fleekdrive options. This means the support contract must meet the terms and provisions for the support menu options specified in the “Fleekdrive Price List.”

6. Other conditions and points to consider

6.1. Use of user ID by multiple persons and at multiple times

You are not permitted to share an ID with multiple persons. Shared use increases the risk of user ID and password leaks and impairs security.

6.2 Use on shared terminal

The Company will not be held liable for data leaks or loss for use of the service from shared terminals. It is not possible to ensure data security for data used from shared terminals.

6.3. Handling of local files on Fleekdrive mobile

Control of files downloaded and application lock on Fleekdrive mobile will be carried out by the administrator of the subscriber on its own responsibility. The Company will not compensate for data leaks or loss by the Company in the case of loss of mobile terminal.