



Oracle Life Sciences

# Patient Recruitment Cloud Service

## Service Descriptions and Metrics



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## METRIC DEFINITIONS

### Site

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“Site” is defined as a single location from which the system will be accessed (e.g., an investigator site or a customer location). A customer location includes (a) any location from which the system will be accessed and can also include (b) individuals or organizations that will access the system; for both (a) and (b), the customer location must have a contract with You (i.e., the customer location is a third party).

For the purposes of Oracle Life Sciences Patient Recruitment Cloud Service, each Site is limited to use for one individual clinical trial. One unique Site that is associated with two clinical trials will constitute two Sites.

## GLOSSARY

### Trial

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For the purposes of the Oracle Life Sciences Patient Recruitment Cloud Service, a “Trial” is a clinical trial, research project, or study.

## SERVICE DESCRIPTIONS

### Oracle Life Sciences Patient Recruitment Cloud Service – Site

#### Part #: B109544

This Cloud Service is intended for purchase by Sponsors or CROs for use by their Sites, selected during feasibility, to assist in identifying and enrolling patients within their health system.

#### Modules and Features

Users of the Cloud Service are authorized to access the following modules and features:

- Patient Recruitment application (accessible via the Oracle Health Data Intelligence platform)

#### Pre-Requisites

Each participating Site must have access to an existing Oracle Health Data Intelligence tenant with Longitudinal Record set up.

#### Environments

Each Site accesses this Cloud Service through its Oracle Health Data Intelligence tenant.

#### Usage Limits

This Cloud Service is subject to usage limits based on:

- The quantity of Sites defined in your order.
- Limited to use for one (1) Trial
- This Cloud Service is limited to use by Sites who have access to the Oracle Health Data Intelligence platform.
- This Cloud Service is accessible to Site personnel only and is not accessible by Sponsors or CROs. The term “Your users” in the order refers to the personnel for Sites that You have authorized to access the Trial.

#### Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
4 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level are applicable to Patient Recruitment only do not apply to Oracle Health Data Intelligence or Non-Production Environment(s). Any Unplanned Downtime of Oracle Health Data Intelligence is excluded from Unplanned Downtime for Patient Recruitment. The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software. For the purposes

of this Cloud Service, the RTO, RPO, and Target Service Availability Level above take precedence over anything to the contrary in the Oracle Cloud Policies.

### **User Management**

Each Site using the Cloud Service is responsible for performing user management within its Oracle Health Data Intelligence tenant.

### **Oracle Cloud Policies**

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industries Cloud Services Pillar Document*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

### **Retrieval of Your Content and Information**

Notwithstanding anything to the contrary in Your Agreement and the Oracle Cloud Policies, no content will be available for retrieval after termination of the Cloud Service.