

DCA Agent terms

These terms apply to the Provider's locally installed data collection software (the **Agent**) and form part of the [Terms of Service](#). The definitions in the Terms of Service also apply here. Use of the Agent is optional; these terms apply to Subscribers who install it. The technical details of its operation (discovery and query methods and the exact scope of transmitted data) are described in the Documentation, particularly the Agent security notice.

1. What the Agent does

1.1 The Agent discovers printers in the network ranges specified by the Subscriber or, if none are specified, in the host computer's local subnets, and queries their device data (identifiers, meter readings, supplies, status and error signals, and short messages generated by the device). From the host computer, it transmits the hostname, operating system, Agent version, local subnets, operational status and the connection's public IP address.

1.2 **Read-only. The Agent does not change printer settings or write to devices.** It does not query print job content, print logs, address books, usernames or user codes, and is not intended to monitor natural persons. It does not store or transmit responses from devices that are not printers.

1.3 **Discovery methods.** The Agent uses only the methods described in the Documentation for discovering printers and reading their data. A new discovery method introduced after the Subscriber accepts these terms operates only if the Subscriber explicitly enables it in the settings.

1.4 **Remote commands.** The Service may send the Agent only the following commands: immediate discovery or polling, settings changes, device token replacement, update, removal, and a one-off device-support walk under section 2. These affect the host computer, not printer settings. Through signed model definition packages, the Provider may expand the set of read-only data points queried without releasing a new software version.

1.5 **Meter reconciliation.** The Service compares the Agent's meter readings with the Subscriber's independent readings (for example, email, service or manual readings) to check the Agent's accuracy. The Subscriber can see the result in the interface; the Provider uses it only in aggregate under section 8.3 of the Terms of Service.

1.6 **Billing source.** The Service uses the Agent's meter data as a basis for billing only if the Subscriber explicitly configures this. The Subscriber remains responsible for the invoice content (section 6 of the Terms of Service).

2. Device-support walks to improve support

2.1 If only some of a printer's data is available, an authorised User of the Subscriber may request a **single** device-support walk of that printer by making an explicit declaration in the interface. The Subscriber's Owner may also join the **device support programme** (disabled by default and available to leave at any time), in which the Provider schedules no more than one walk per model and firmware version across participants.

2.2 The walk covers only standard and manufacturer-specific printer meter, supply and firmware data. **The Agent removes the following from the walk on the host computer itself:** serial numbers, IP and MAC addresses, email addresses, hostnames, contact and location data, and longer text values; the Service rejects walks containing identifiers. Walks can be disabled locally in the host computer's configuration.

2.3 The User may attach a photograph or PDF of the printer's meter page or display to the request. Please ensure that the photograph or PDF contains no personal data.

2.4 **Purpose and role.** The Provider uses walks and attached files to improve device support and for publication that cannot be traced back to a customer or device under section 8.3 of the Terms of Service (for example, the supported printers list). For this purpose, the Provider acts as an independent controller if the data includes

personal data. Analysis is carried out by the Provider's staff; they may also use AI-based development tools that receive only the redacted walk, without the attached file or customer, device and user identifiers. The Provider deletes the walk and attached file after 12 months; it may retain model definitions and test data derived from them that contain no identifiers.

3. Network permission [HIGHLIGHTED]

3.1 The Subscriber warrants that, for every network on which it installs the Agent or which it specifies as a range to scan (including, in particular, its customers' site networks), it has the network owner's or operator's permission to install the Agent and to discover and query printers on the network using the methods described in the Documentation at the time these terms are accepted or subsequently enabled by the Subscriber, including device-support walks under section 2.

3.2 The Subscriber is responsible for claims, regulatory proceedings and damage arising from a lack of permission, and indemnifies the Provider under section 10 of the Terms of Service.

3.3 The Subscriber limits scanned ranges to what is necessary and removes the Agent or deletes the range without delay when permission ends (for example, when the customer contract ends).

4. Licence and updates

4.1 For the term of the contract, the Provider grants a non-exclusive, non-transferable, non-sublicensable right to install and run the Agent on the Subscriber's systems and, subject to the permission under section 3, on its customers' systems, solely for using the Service. The Provider may revoke this right for a breach of section 4.2 or the Acceptable Use Policy.

4.2 Modification, reverse engineering (except to the extent expressly permitted by law), redistribution and misuse of the Agent are prohibited.

4.3 The Provider may update the Agent remotely and automatically. Updates arrive in signed packages, and the Agent installs only packages with a valid signature and matching checksum. Packages are downloadable from agent.printerms.com or GitHub release storage; the party serving the download sees the downloader's IP address. The Subscriber may disable automatic updates; it is then responsible for installing security updates, and the Provider may limit support for outdated versions.

5. Data and retention

5.1 Data collected by the Agent is Subscriber Data governed by the Data Processing Agreement, except under section 2.4: the Subscriber is the controller and the Provider is the processor.

5.2 Device IP addresses and the host computer's name and IP address typically relate to devices. If they nevertheless constitute personal data within the Subscriber's network, the Data Processing Agreement applies.

5.3 The Agent's detailed operational logs remain on the host computer in size-limited files and are not uploaded.

5.4 The meter history of approved printers is a business record retained for as long as the account exists, even if printer monitoring stops. Retention periods for technical history are set out on the [Data security and retention](#) page.

5.5 When a new Agent connects, the Service notifies the Owner and Users with agent management permissions by email of the host computer's name, the connection's IP address and the approving User.

6. Security

6.1 The Agent communicates only through an encrypted channel, authenticated with a unique device token; the Service stores the token only in hashed or encrypted form. The Agent can be activated by approving the time-limited code shown during installation, and the token can be revoked in the interface.

6.2 The Subscriber is responsible for the host computer's security (access protection and operating system updates).

6.3 Remote removal deletes the Agent executable, settings and local data. The Documentation explains how to delete files remaining after local removal.

7. Support and liability

7.1 The Agent relies on manufacturers' standard and proprietary interfaces. The Provider does not warrant that all data can be queried from every device; the supported printers are listed on the website and in the Documentation, and changes to manufacturer firmware may affect support.

7.2 The availability commitment under section 13 of the Terms of Service does not apply to the Agent; the Provider supports it on a reasonable-efforts basis. The liability provisions of the Terms of Service otherwise apply.