



ATLAN SOFTWARE AS A SERVICE AGREEMENT

BY INDICATING YOUR ACCEPTANCE OF THIS SOFTWARE AS A SERVICE AGREEMENT (“**AGREEMENT**”) OR ACCESSING OR USING ANY ATLAN OFFERINGS, YOU ARE ACCEPTING ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT AND THEY SHALL BE BINDING ON BOTH PARTIES TO THE ORDER FORM (AS DEFINED HEREIN). PLEASE READ THESE TERMS CAREFULLY AS IT GOVERNS YOUR USAGE OF THE ATLAN PLATFORM LICENSED VIA THE ORDER FORM (AS DEFINED HEREIN) SIGNED BY THE PARTIES. FOR THE PURPOSE OF THIS AGREEMENT, THE TERM “ATLAN” REFERS TO THE ATLAN CONTRACTING ENTITY MENTIONED IN THE ORDER FORM AND SIMILARLY THE TERM “CUSTOMER” SHALL REFER TO THE CUSTOMER CONTRACTING ENTITY THAT SIGNED THE ORDER FORM.

Whereas, Atlan has created a Software (as defined hereinafter) that helps businesses decode data provided via subscription to the Services (as defined hereinafter) under this Agreement and the Customer confirms that they wished to subscribe to the Services exclusively for their Internal Business Purposes (as defined hereinafter).

Therefore, in consideration of mutual promises, agreements and covenants stated in this Agreement, which are acknowledged by the parties as good and valuable consideration, the Parties agree as follows:

1. Constitutive Elements and Order of precedence.

This Agreement and any Order Forms (as defined herein) thereunder (“**Constitutive Elements**”) constitute the entire agreement and understanding between the parties. In case of conflict between the Constitutive Elements, the terms of the Order Form shall override the terms of this Agreement.

2. Definitions

Capitalized terms not otherwise defined in this Agreement or the Order Form are defined as follows:

- a. “**Affiliate**” means any entity that directly or indirectly controls, is controlled by, or is under common control with the contracting entity. “Control,” for purposes of this definition, means either: (a) ownership or control of more than 50% of the voting interests of the subject entity; or (b) the power to direct or cause the direction of the management and policies of an entity, whether through ownership, by contract, or otherwise.
- b. “**Customer Data**” means all data (including all text, sound, video, image files, and other content of any kind or nature) that can be identified as belonging to the Customer, including any Personal Data for which the Customer is the data controller in relation to this Agreement.
- c. “**Confidential Information**” means and includes non-public data, information and other materials regarding the products, Software, Services, or business of a party (“Discloser”) provided to the other party (“Recipient”), where such information is marked or otherwise communicated as proprietary or confidential, or by its nature can be considered confidential and/or proprietary, and shall include without limitation, any information shared in relation to the Software, Service Data and Customer Data.

- d. **"Documentation"** means technical documentation provided with the Software and/or available at <https://ask.atlan.com/hc/en-us> (as updated from time to time and notified to Customer via <https://shipped.atlan.com/> or other Atlan's written instructions.
- e. **"Internal Business Purposes"** means purposes related to Customer's internal business projects and processes that are not used to interact or in any way deliver services to third parties.
- f. **"Intellectual Property Rights"** or **"IPR"** means patents, trademarks, service marks, trade names, registered and unregistered designs, trade or business names, copyright, database rights, design rights, rights in confidential information, and any other intellectual property rights regardless of registration, including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which exist now or will in the future exist in any part of the World.
- g. **"Other Services"** shall mean and include services provided by Atlan other than the Services, such as but not limited to, any implementation or maintenance and support services and may include other technical and non-technical services (such as, other professional services, training of Users, etc.) performed or delivered by Atlan and which may entail an additional fee under this Agreement.
- h. **"Order Form"** means an ordering document signed by Customer and Atlan (including when renewed or re-issued) that specifies:
 - i. number of Software licenses purchased;
 - ii. their prices and other commercial terms as amended from time to time; and
 - iii. the services provided thereunder.
- i. **"Services"** shall mean and include the Customer's access to Atlan's SaaS Software to help the Customer with its data cataloging needs.
- j. **"Service Data"** means any and all data (other than Customer Data) relating to, either directly or indirectly, the operation, support and/or Customer's use of the Services including but not limited to query logs.
- k. **"Software"** means the object code of Atlan's proprietary product or computer program (including any updates) as identified in the Order Form and to which the Customer is provided access as part of the Services. For the purposes of the Software, **"updates"** shall mean and include enhancements made to the Software, such as but not limited to, security patches, bug-fixes, plug-ins and other minor day-to-day changes.
- l. **"Subscription Fees"** shall mean the fees mentioned in the Order Form for the SaaS Services subscribed for by the Customer.
- m. **"Subscription Term"** shall mean the period specified in the Order Form for which the Services will be made available to the Customer for use as envisaged by this Agreement and shall include any renewal terms as agreed under subsequent Order Forms.

- n. **"Users"** shall mean the Customer, its employees, consultants, agents or other stakeholders authorized to use the Services. The Customer shall at all times be responsible and liable for the actions or inactions of these Users.

3. Ownership

- a. As between the parties, Atlan and its licensors/ assigns own the past, present, future and associated Intellectual Property Rights in the Software, Documentation, Service Data and all copies or portions, and any derivative works thereof. In addition, suggestions or feedback provided by Customer to Atlan relating to the Software, data pertaining to Software usage, etc shall be proprietary to Atlan and deemed Confidential Information of Atlan, and the Customer consents to assignment of suggestions to Atlan as required to give effect to this Section 3.A. of the Agreement.

For avoidance of doubt, The Customer does not acquire any ownership rights, express or implied in the foregoing. And the Customer acknowledges that the Software is "work" for the purposes of copyright laws everywhere and embody valuable, confidential, trade secret information of Atlan, the development of which requires the expenditure of substantial time and money.

- b. The Customer acknowledges that a breach or threatened violation of Atlan's ownership rights will result in irreparable harm and suffering. Atlan shall be entitled to seek injunctive or other relief to enforce the terms of this Agreement and/or against such violation.
- c. Atlan may, at any time, modify, novate, change, assign, destroy or in any manner deal with the Software or its rights or obligations as the proprietor of the Software, in order to comply with the applicable laws. It is however clarified that any such change, modification, novation, assignment or destruction to the Software that may affect the Customer's use of such Software shall be informed to the Customer with reasonable prior notice.

4. Services

- a. **License.** During the Subscription Term, Atlan will grant to the Customer, subject to the terms and conditions stated in the Constitutive Elements, including the timely payment of the Subscription Fees (as defined in the Order Form), a worldwide, royalty free, non-exclusive, non-transferable, non-sublicensable, restricted and revocable, limited license to access and use the Services to process, manage, share, transform Customer Data owned, licensed to, and/or controlled by Customer and its Affiliates exclusively for its Internal Business Purposes and accessed only by the Users.
- b. **Use of third-party Software:** The Customer agrees and acknowledges that the Software provided under the SaaS Services may contain certain third-party and/or open-source software as listed in Appendix-1 of this Agreement which are subject to the applicable license terms ("**Third-party Software License Terms**") and hereby being flowed down to the Customer "as is". The Customer understands and acknowledges that these Third-party Software License Terms are maintained independently by third parties and outside Atlan's control and therefore the Customer is liable to comply with these Third-party License Terms (including by its Affiliates, its and its Affiliates' Representatives) to use the Software as envisaged by this Agreement.

- c. No other express or implied licenses are granted by Atlan under this Agreement. Customer is responsible for all use of the Services which shall be accessed only by the authorized Users on the basis of one User, one set of credentials which shall not be shared or disseminated by the Users in any manner.
- d. If the Customer's use of the Services hereunder is, or in Atlan's opinion is likely to be, enjoined due to any infringement of any third party's IPR, Atlan may, at its sole option and expense: (a) procure for the Customer the right to continue using the Services under the terms of this Agreement; (b) replace or modify the Services so that it is non-infringing and substantially equivalent in function to the enjoined Services; or (c) if options (a) and (b) above cannot be accomplished within a reasonable time despite Atlan's commercially reasonable efforts, then Atlan may terminate the Customer's rights and Atlan's obligations hereunder with respect to such Services and shall provide a refund to the Customer equal to a pro-rata share of the prepaid Subscription Fees based upon the portion of the Term that has been consumed.
- e. **Service Data.** Atlan shall be entitled to use Service Data and track, store, publish, share and utilize in any manner as it deems fit to improve and modify the existing offerings provided such as, Software usage information does not include information from which the identity of the Customer, its Affiliates, or any of its or their Users, products, services or customers can reasonably be identified or derived.
- f. **Service Level Commitment.** Subject to the terms and conditions contained in this Agreement, the Services shall at least be made available at the level detailed at <https://ask.atlan.com/hc/en-us/articles/4414501915025-Customer-support>

5. Customer Responsibilities

- a. Compliance with Laws. Customer shall comply with all applicable local, state, national and foreign laws in connection with its use of the Services, including those laws related to data privacy, international communications, and the transmission of technical or personal data. Customer acknowledges that Atlan exercises no control over the Customer Data transmitted by Customer to the Software or processed via the Services. Customer shall not upload, post, reproduce or distribute any information, software or other material protected by copyright, privacy rights, or any other intellectual property right without first obtaining the permission of the owner of such rights.
- b. Unauthorized Use; False Information. Customer shall immediately: (a) notify Atlan of any unauthorized use of any password or User id or any other known or suspected breach of security, (b) report and use reasonable efforts to stop any unauthorized use of the Services that is known or suspected by Customer, and (c) not provide false identity information to gain access to or use the Services.
- c. Ownership and use of Customer Data. As between the parties, the Customer Data along with all associated rights, remains the property of Customer and its Affiliates, and Customer and its Affiliates own and retain all right, title and interest, in and to all Intellectual Property Rights in the Customer Data, and all copies or portions, and any derivative works thereof.
- d. Customer Data. Customer is solely responsible for the quality, accuracy and integrity of Customer Data (including without limitation, any Personal Data (as defined in Clause 8 herein) inputted into the Software during the Subscription Term, and for ensuring that the Customer

Data does not (i) include anything that actually or potentially infringes or misappropriates the copyright, trade secret, trademark or other intellectual property right of any third party, or (ii) contain anything that is obscene, defamatory, harassing, offensive or malicious.

- e. Restrictions on use of the Services. Customer and/or its Affiliates shall not be permitted to do or cause to do, either directly or indirectly, one or more of the following:
- (i) copy or use the Services or the Software other than as allowed by the Constitutive Elements and in that solely for its Internal Business Purposes;
 - (ii) modify the Software, create derivative works based on the Software, reverse engineer, decompile, decrypt, disassemble, or otherwise reduce the Software to human-readable form;
 - (iii) create programs competing with, similar or identical to the Services or Software basis the Confidential Information disclosed by Atlan under this Agreement;
 - (iv) use the Services or Software in violation of any applicable laws or in non-compliance with this Agreement, Third-party License Terms, the Documentation or Atlan's instructions;
 - (v) distribute, sell, license or in any manner provide or permit the use of the Services to unauthorized third parties, including without limitation, contractors, consultants or third party consultants without Atlan's prior written consent;
 - (vi) where relevant, install the Software on systems not under control by Customer, or use or permit the Services and/or the Software to perform services for third parties other than its Affiliates, including as a service bureau, SaaS, time sharing basis or otherwise;
 - (vii) Interfere or disrupt, either caused by itself, its Affiliates or its or its Affiliates' Representatives, Atlan servers or networks, or disobey any network access or security requirements, policies, procedures or regulations of Atlan;
 - (viii) permit the Services to be uses by users exceeding the number set out in the Order Form. In the event that the Customer becomes aware of any unauthorized or illegal usage of the Services, the Customer shall forthwith inform Atlan of the same in writing and immediately revoke their access. Any such unauthorized use may be subject to additional subscription fees for the time period of the unauthorized use;
 - (ix) be in breach or default of any and all applicable laws within the duration of this Agreement while using the Services as intended by the Constitutive Elements. In this regard, the Customer shall obtain all such permits, approvals and licenses as may be necessary to use, permit the use the Services, including the processing of Customer Data with the Services;
 - (x) disclose the results of any performance or functional evaluation of the Services, if applicable, including benchmark results or competitive analyses to any third party; or alter or remove proprietary notices or legends contained on or in the Software; and/or
 - (xi) Access or use the Services for (a) illegal activities or activities which are likely to be a security threat to any country; (b) on behalf of or for the benefit of any entity who is legally prohibited by Atlan from using the Services whether under this Agreement or otherwise (hereafter "**Prohibited Entity**"). Atlan shall inform the Customer of any such Prohibited Entity; and (c) for any activity that may damage or hamper the reputation and/or goodwill of Atlan.

For avoidance of doubt, Customer's use of the Services or the Software in breach of the aforesaid restrictions shall void any and all liabilities, indemnities and obligations undertaken by Atlan vis-à-vis the Services and the Software.

6. Other Services

Subject to the terms and conditions contained in the Constitutive Elements, Atlan agrees to provide Customer, Other Services to assist the Customer in the implementation, usage and proper usage of the Services and any other appropriate Other Services agreed by the parties from time to time.

7. Confidentiality

- a. The parties agree that the Services (and any performance data, benchmark results, and related technical information, Software usage), the Documentation, Atlan's pricing information, the existence of and the terms of the Constitutive Elements are Confidential Information. In addition, Customer Data shared with Atlan to perform its obligations under the Constitutive Elements shall also be considered Confidential Information. For avoidance of doubt, Confidential Information shall not include information which: (i) any information which is already in the public domain prior to its disclosure under this Agreement; (ii) the Recipient can demonstrate that it is already in possession of the information without a breach of this Agreement, including disclosure from a third party provided that the third party is not bound by any obligations of confidentiality vis-à-vis the Discloser unless such disclosure is approved by the Discloser in writing; or (iii) the Recipient can demonstrate that the information was independently developed without a breach of this Agreement. For avoidance of doubt, the Recipient may disclose Confidential Information required to be disclosed by the order of a court, or other governmental or regulatory authority provided that: (a) unless prohibited, the Discloser is notified with advance written notice of such disclosure request and assist the Discloser in seeking a protective order to prevent the disclosure; and (b) the disclosure is limited to a minimum.
- b. Maintenance of Confidentiality. The Recipient shall ensure that the confidentiality of the Confidential Information is maintained as per this Agreement or at least in accordance with its practices to maintain its own confidential information of similar and is disclosed only on a need-to-know basis, including without limitation, any disclosure to its employees, directors, officers, consultants and/or agents ("**Representatives**") solely in relation to the Purpose of this Agreement. Unless otherwise authorized in writing by the Discloser, Recipient shall not make any copies, whether electronic or otherwise, of the Confidential Information and shall immediately notify Discloser of any misuse, misappropriation or unauthorized disclosure of Confidential Information as soon as it comes to the Recipient's attention. For avoidance of doubt, Recipient, including its Representatives, shall not modify, reverse engineer, decompile, create other works from or disassemble any software programs contained in the Confidential Information. The Receiving Party shall be liable for the non-compliance of such confidentiality obligations by its Representatives.

8. Personal Data

- a. Parties hereby understand and acknowledge that the Services may be used to process Personal Data (as defined in the DPA) and the processing of such Personal Data by Atlan shall be carried out according to the terms of the Atlan Data Protection Addendum attached herewith as **Appendix 2 ("DPA")**. As applicable, the parties may agree on an amended version of Atlan's DPA or a bespoke DPA as per Customer's requirements ("**Bespoke DPA**"), and in such event Atlan's DPA attached as Appendix 2 shall be deemed deleted and any references in this Agreement to the DPA shall refer to the Bespoke DPA.

9. Orders

The Customer agrees that the relevant Subscription Fees (as defined in the Order Form) and other charges shall be mentioned in the relevant Order Forms raised from time to time along with or post the execution of this Agreement. Customer may obtain additional Software licenses for Users by submitting a request through Atlan's website as stated in the Order Form or via its sales team. Once the requirement is confirmed between the Parties, a new Order Form will then be generated with the updated Subscription Fees agreed by the parties.

10. Warranties and Representations

- A. THE SOFTWARE IS PROVIDED 'AS IS' WITH A WARRANTY THE SOFTWARE'S USE SHALL COMPLY, IN ALL MATERIAL RESPECTS, WITH THE DOCUMENTATION AND ANY OTHER WRITTEN INSTRUCTIONS FROM ATLAN. ATLAN WARRANTS THAT THE SERVICES, AS DELIVERED BY ATLAN, IS FREE FROM SOFTWARE VIRUSES, WORMS, TROJAN HORSES OR OTHER CODE, FILES, OR SCRIPTS INTENDED TO DO HARM. ATLAN WARRANTS THAT IT WILL COMPLY WITH ALL APPLICABLE LAWS IN ITS PROVISION AND PERFORMANCE OF THE SERVICES HEREUNDER.
- B. CUSTOMER ASSUMES SOLE RESPONSIBILITY FOR ANY RESULTS OBTAINED FROM USING THE SOFTWARE AND/OR THE SERVICES. ATLAN DISCLAIMS ANY AND ALL WARRANTIES, CONDITIONS OR REPRESENTATIONS (WHETHER EXPRESS OR IMPLIED, ORAL OR WRITTEN), INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, INFORMATION, MERCHANTABILITY, ACCURACY OR FITNESS FOR ANY PARTICULAR PURPOSE (WHETHER OR NOT ATLAN KNOWS OR HAS REASON TO KNOW OF SUCH PURPOSE), WHETHER ARISING BY LAW, CUSTOM, USAGE IN TRADE OR BY COURSE OF DEALING. ATLAN AND ITS LICENSORS DO NOT WARRANT THE RESULTS OF ANY USE OF THE SOFTWARE AND/OR THE SERVICES, OR THAT IT IS BUG OR ERROR FREE, OR THAT ITS USE WILL BE UNINTERRUPTED. ATLAN DOES NOT WARRANT THAT THE SERVICES, SOFTWARE OR ANY EQUIPMENT, SYSTEM, OR NETWORK ON WHICH THE SERVICES ARE USED WILL BE FREE OF VULNERABILITY TO INTRUSION OR ATTACK. ATLAN WILL IN NO WAY BE HELD LIABLE FOR ANY INABILITY OF, ERROR, WHETHER OR NOT BY FAULT OF THE CUSTOMER OR ITS AFFILIATES OR ANY THIRD PARTY APPOINTED BY CUSTOMER TO INSTALL/ USE THE SERVICES. THE QUALITY, INTEGRITY & ACCURACY OF DATA UPLOADED BY THE CUSTOMER TO THE SOFTWARE AND ANY THIRD-PARTY DATABASES, SOFTWARE, HARDWARE, OR SERVICES CONNECTING FROM OR TO THE SOFTWARE (COLLECTIVELY, "**THIRD PARTY MATERIALS**") ARE NOT THE RESPONSIBILITY OF ATLAN AND ATLAN DOES NOT MAKE ANY WARRANTIES OR PROMISES WITH RESPECT TO THE THIRD-PARTY MATERIALS. THE CUSTOMER ACCEPTS ALL RESPONSIBILITY FOR THE SELECTION OF THE CUSTOMER DATA IT USES TO ACHIEVE ITS OBJECTIVES IN THE USAGE OF THE SERVICES AND UNDERSTANDS AND ACKNOWLEDGES THAT THE SERVICES HAVE NOT BEEN DEVELOPED OR CUSTOMIZED SPECIFICALLY TO THE CUSTOMERS NEEDS.
- C. THE CUSTOMER HEREBY WARRANTS THAT ITS USERS SHALL USE THE SERVICES AND/OR SOFTWARE AS PER THE TERMS OF THIS CONSTITUTIVE ELEMENTS AND THEREFORE A BREACH OF THE CONSTITUTIVE ELEMENTS BY A USER SHALL BE CONSIDERED A BREACH OF THE CUSTOMER, INCLUDING ANY UNATHORISED ACCESS PROVIDED BY THE CUSTOMER OR ITS USERS TO A THIRD PARTY SHALL AND THEIR USE OF THE SOFTWARE. THE CUSTOMER SHALL TAKE ALL NECESSARY ACTIONS AND PRECAUTIONS TO PREVENT UNAUTHORIZED ACCESS TO OR USE OF THE SERVICES AND SHALL NOTIFY ATLAN FORTHWITH OF ANY UNAUTHORIZED ACCESS OR USE.

11. Indemnification

- a. Atlan hereby agrees to indemnify and keep indemnified the Customer, its directors, employees, agents, consultants and licensors and assignees from and against any third party liabilities, claims, losses, actions, payments and/or demands (including the reasonable direct costs, expenses, dispute resolution costs and attorney's fees on account thereof) arising from or out of or relating to: (i) any infringement or misappropriation of third party Intellectual Property Rights by Atlan in connection with the Services as envisaged by this Agreement, including without limitation its compliance with Third-party License Terms, and (ii) any violation of applicable laws by Atlan in connection with the Services, including without limitation, the applicable Data Protection Laws (as defined in the DPA); provided that the Customer has not: (A) used the Software and/or Services or made any modifications to the Software and/or Services except as directed by Atlan in writing, including via Documentation; (B) used the Software and/or Services in combination with a software or equipment not expressly covered in the Documentation; (C) used the Services and/or Software in breach of the terms of this Agreement.
- b. The Customer hereby agrees to indemnify and keep indemnified Atlan, its directors, employees, agents, consultants and licensors and assignees from and against any third party liabilities, claims, losses, actions, payments and/or demands (including the reasonable direct costs, expenses, dispute resolution costs and attorney's fees on account thereof) arising from or out of or relating to (i) any infringement or misappropriation of any Intellectual Property Rights by the Customer in connection with use of the Services as envisaged by this Agreement, including without limitation its compliance with the Third-party License Terms as described under Clause 4b. of this Agreement; (ii) any violation of applicable laws by the Customer in connection with the use of the Services, including without limitation, the applicable Data Protection Laws (as defined in the DPA).
- c. Conditions for Indemnification. A party seeking indemnification under this Clause shall: (a) promptly notify the other party of the claim, (b) give the other party sole control of the defence and settlement of the claim, and (c) provide, at the other party's expense for out-of-pocket expenses, the assistance, information and authority reasonably requested by the other party in the defense and settlement of the claim.

12. Limitation on Liability

- a. **Exclusion of Non-Direct Damages.** In no event shall either party or its Affiliates or Licensors or suppliers be liable for special, incidental, consequential, punitive, exemplary or tort damages (including, without limitation, any damages resulting from loss of use, data, profits, or business) arising out of or in connection with the Services, the Software or the Constitutive Elements, whether or not Atlan has been advised of the possibility of such damages.
- b. **Maximum Liability.** Subject to Clauses 12a. and 12c., the cumulative liability of either party, including its Affiliates, whether in contract, tort, or otherwise, arising out of any or all claims in aggregate, arising out of or in connection with the Services, the Software or these Constitutive Elements shall not exceed the amount paid or payable under the relevant Order Form in the twelve months immediately preceding the events giving rise to the liability.
- c. **Exceptions.** The limitations and exclusions set forth in Clauses 12.a and 12.b shall not apply to either party's liability for: (i) gross negligence or intentional misconduct, (ii) fraud or fraudulent misrepresentations, (iii) such party's obligations under Clause 11 (Indemnification), or (iv) matters for which liability cannot be excluded or limited under applicable law.

13. Term and Termination

- a. **Term.** The Services under this Agreement shall commence on the Effective Date and continue until the expiry or termination of the last Order Form signed by the Parties ("**Term**").
- b. **Termination for cause.** Either Party may suspend performance or terminate this Agreement in its entirety or any Order Form: (a) With immediate effect, in the event that any regulation prohibits Atlan from providing the Services within that jurisdiction, upon providing written communication; (b) immediately on providing written notice if the other Party becomes the subject of a petition of bankruptcy or any proceeding related to its insolvency, receivership, or liquidation, in any jurisdiction; or (c) immediately on written notice if the other Party materially breaches this Agreement and fails to cure such breach within thirty (30) days of receipt of written notice describing the breach in detail.
- c. **Effect of Termination.** Upon termination of this Agreement for any reason:
 - ii. all licenses granted by Atlan shall immediately terminate and the Customer shall immediately discontinue use of the Services and destroy all its copies and Documentation in its possession, custody, or control and confirm the same to Atlan in writing within 7 (seven) days from the effective date of termination.
 - iii. all payments accrued before or on the date of termination shall become immediately due and payable within 7 days from the effective date of termination.
 - iv. except termination for cause, Atlan shall refund to Customer a prorated amount of prepaid, unused fees applicable to the remaining portion of the Term of the then active Order Forms.
 - v. the Recipient shall return, or as directed by the Discloser, destroy all the Confidential Information in its possession within 10 days of the expiry or termination of the Agreement and certify in writing to the Discloser of the return or destruction. The Recipient may retain copies of Confidential Information that are stored on Recipient's systems as part of its ordinary IT backup and disaster recovery policies provided that it shall maintain its confidentiality as per this Agreement until its deletion in the ordinary course of business.

14. General

- a. **Survival.** All clauses which by their nature must survive its expiry or termination will survive the expiry or termination of this Agreement, including without limitation, Clause 2 (Definitions), Clause 3 (Ownership), Clause 5 (Customer Responsibilities), Clause 7 (Confidentiality), Clause 8 (Personal Data), Clause 10 (Warranties and Representations), Clause 11 (Indemnification), Clause 12 (Limitation on Liability), Clause 13 (Term and Termination) and Clause 14 (General).
- b. **Publicity.** From time to time during the Term, Atlan may use the Customer's name, logo and/or any testimonials provided on their experience of the Services in its public domain collaterals.
- c. **Entire Agreement.** The Constitutive Elements constitute the entire agreement and understanding between the parties with respect to the subject matter of the Agreement, and supersede all prior communication made between the Parties, whether written or oral. No modification, amendment, or waiver of any provision of this Agreement shall be effective unless in writing and signed by the party against whom the modification, amendment, or waiver is to be asserted. To the extent of any conflict or inconsistency between the provisions in the body of this Agreement and any attachment, exhibit, or addendum, the terms of such attachment, exhibit, addendum or Order Form shall prevail.

- d. **Severability.** If any provision of this Agreement or any Order Forms is found to be invalid or unenforceable for any reason, the remaining provisions will remain in full force and effect.
- e. **Waiver.** A waiver of any right or remedy under this Agreement or by law is only effective in writing. The failure of either party to enforce any rights granted hereunder or to take action against the other party in the event of any breach shall not be deemed a waiver by that party as to subsequent enforcement of rights or subsequent actions in the event of future breaches.
- f. **Assignment.** Neither this Agreement nor any of the rights and licenses granted under this Agreement may be transferred or assigned by either party without the other party's express written consent (not to be unreasonably withheld or delayed); provided, however, that either party may assign this Agreement and all Order Forms to its Affiliates or to its successor in interest in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of its assets not involving a direct competitor of the non-assigning party with written notice to the other party of at least 90 days. Any other attempt to transfer or assign this Agreement will be null and void. Subject to the foregoing, this Agreement shall bind and inure to the benefit of the parties, their respective successors, and permitted assigns.
- g. **Notice and other communications.** All notices and other communications under this Agreement will be: (a) in writing; (b) in English; and (c) deemed given when delivered (or the first business day after delivery with confirmation of receipt, for notices permitted by email). All notices except for ordinary business communications will be cc'd to the address stated in Order Form.
- h. **Dispute Resolution.**
Notwithstanding anything contained in this Agreement, the Parties hereby agree that they intend to discharge their obligations in utmost good faith and agree that they shall, at all times, make all attempts to resolve all differences, arising out of or in connection with this Agreement by way of each appointing one nominee / representative who shall discuss in good faith to resolve the difference ("**Good Faith Negotiation**"). In case the Good Faith Negotiation does not settle the dispute within 15 (fifteen) calendar days, it shall be referred to arbitration.

If, after Good Faith Negotiation the parties are unable to resolve the dispute, the parties agree that any and all disputes arising out of or in any way relating to this Agreement, including without limitation its existence, validity or termination, shall be resolved according to arbitration rules applicable in the jurisdiction listed in Section 14(i) exclusively by binding and confidential arbitration before a single arbitrator before the local arbitration authority ("**Applicable Arbitration Authority**") pursuant to the then existing arbitration rules of the Applicable Arbitration Authority. If the parties cannot agree upon selection of an arbitrator, then the Applicable Arbitration Authority shall appoint an arbitrator experienced in the enterprise software industry. The place of the arbitration will be the jurisdiction listed in Section 14(i). The arbitration will be conducted in English and the proceedings will be confidential. The arbitrator shall provide detailed written findings of fact and conclusions of law in support of any award. Judgment upon any such award may be enforced in any court of competent jurisdiction. Nothing shall preclude either Party from seeking interim or permanent equitable or injunctive relief, or both, from the competent courts, having jurisdiction to grant relief on any disputes or differences arising from this Agreement. The pursuit of equitable or injunctive relief shall not be a waiver of the duty of the Parties to pursue any remedy (including for monetary damages) through the arbitration described in this Clause.

- i. **Choice of Law Venue.** The law that will apply in any dispute or lawsuit arising out of or in connection with this Agreement and the courts that have jurisdiction over any such dispute or lawsuit shall depend, subject to Clause 14h. above, on where the Customer is domiciled or registered, all as specified in the table below:

Customer Contracting Entity Address	Governing law	Courts with jurisdiction
Singapore	Singapore	Singapore
United States of America	Delaware	Dover, Delaware
India	Indian Law	New Delhi, India
Rest of the world	Singapore Law	Singapore

- j. **Independent Contractors.** The Parties are each independent contractors with respect to the subject matter of this Agreement. Nothing contained in this Agreement will be deemed or **construed** in any manner to create a partnership, joint venture, employment, agency, fiduciary, or other similar relationship between the Parties.
- k. **Force Majeure.** If the performance of this Agreement or any obligation hereunder (other than obligations of payment) is prevented or restricted by reasons beyond the reasonable control of a party including but not limited to, computer related attacks, hacking, outbreak of an epidemic, war, acts of god, or acts of terrorism (a “**Force Majeure Event**”), the party so affected shall be excused from such performance and liability to the extent of such prevention or restriction. In case the Force Majeure Event prevents the performance of obligations of the affected party for 30 days or more from the date of notification to the other party, then either party may terminate this Agreement without any prejudice. For avoidance of doubt, the effect of termination in such an event would be in accordance with Section 13(c).
- l. **Insurance.** During the Term of this Agreement, Atlan will maintain insurance coverages as detailed in **Appendix 3** attached on the terms described therein.

APPENDIX 1: Third-party Software List and License Terms:

Component	
Apache Atlas	https://atlas.apache.org/1.2.0/license.html
Apache Ranger	https://www.apache.org/licenses/LICENSE-2.0
Keycloak	https://opensource.org/licenses/Apache-2.0
Grafana	https://grafana.com/legal/grafana-labs-license/
Prometheus	https://github.com/prometheus/prometheus/blob/master/LICENSE
Kubernetes	https://github.com/kubernetes/kubernetes/blob/master/LICENSE
Helm	https://github.com/helm/helm/blob/master/LICENSE
Elasticsearch	https://github.com/elastic/helm-charts/blob/master/LICENSE
Cassandra	https://opensource.org/licenses/Apache-2.0
Vue	https://github.com/vuejs/vue/blob/master/LICENSE
Go	https://golang.org/LICENSE
Python	https://docs.python.org/3/license.html
Loki	https://grafana.com/legal/grafana-labs-license/
Nginx	https://github.com/nginxinc/helm-charts/blob/master/LICENSE
Spark	https://github.com/GoogleCloudPlatform/spark-on-k8s-operator/blob/master/LICENSE
Argo	https://github.com/argoproj/argo-helm/blob/master/LICENSE
Postgres	https://www.postgresql.org/about/licence/
Redis	https://github.com/postgres/postgres/blob/master/COPYRIGHT https://github.com/go-pg/pg/blob/v10/LICENSE https://redislabs.com/legal/licenses/#:~:text=About%20the%20Redis%20Source%20Available,the%20vast%20majority%20of%20users https://github.com/redis/redis/blob/unstable/COPYING https://github.com/go-redis/redis/blob/master/LICENSE

APPENDIX 2: ATLAN DATA PROTECTION ADDENDUM

This DPA shall govern the rights and obligations between the parties to the Agreement in relation to the Purposes (as defined herein) vis-à-vis personal data by Atlan under the Agreement.

In view of the foregoing, the parties hereby agree as follows:

I. DEFINITIONS:

Unless otherwise stated or unless the context otherwise requires, each capitalized term will have the meaning set out below. Terms used but not otherwise defined in this clause shall have the meanings ascribed to them in the Data Protection Laws.

“Data Controller”	shall mean the means an entity that determines the purposes and means of the Processing of Personal Data.
“Data Protection Laws”	shall mean all applicable data protection and privacy laws applicable to the Personal Data Processed by the Processor, including without limitation to, the EU General Data Protection Regulation (2016/679) (“ GDPR ”), the EU Privacy and Electronic Communications Directive 2002/58/EC as implemented in each jurisdiction (“ ePrivacy Directive ”), GDPR as it forms part of United Kingdom law pursuant to Section 3 of the European Union (Withdrawal) Act 2018 (“ UK GDPR ”) and the Data Protection Act 2018, the California Consumer Privacy Act, 2018 (“ CCPA ”) the Singapore Personal Data Protection Act 2012 (“ SPDPA ”) and any amending or replacement or equivalent legislation from time to time and all legislation protecting the fundamental rights and freedom of persons and their rights to privacy and security of information applicable to the processing of data;
“Data Processor”	shall mean an entity that Processes Personal Data on behalf of a Data Controller and shall include the meaning ascribed to “service provider” under CCPA and/or “Data Intermediary” as the meaning is ascribed under SPDPA. In the case of this DPA, Data Processor shall refer to Atlan and its Affiliates (as defined in the Agreement) providing Services to Customer.
“Data Subject”	means the identified or identifiable natural person to whom the Personal Data shared with the Processor under this DPA relates.
“Personal Data”	shall mean any information, including opinions, relating to an identified or identifiable natural person and includes similarly defined terms under the applicable Data Protection Laws) processed under this DPA for the purposes of the Agreement.
“Process”	shall mean any operation or set of operations which is performed on Personal Data or sets of Personal Data, whether or not by automated means, such as collecting, gathering, obtaining, receiving, accessing, recording, organizing, structuring, storing, adapting or altering, retrieving, consulting, aligning or combining, restricting, erasing, destroying, using, disclosing by transmission, dissemination, or otherwise making available and the terms “ Processing ”, “ Processed ” and “ Processes ” shall be construed accordingly.
“Purposes”	shall include provision of Services by the Processor to the Controller as described in the Agreement, including without limitation, any Processing initiated by Users (as defined in the Agreement) in their use of the Services (as defined

	in the Agreement) and as further documented and basis reasonable instructions from Controller as agreed by the parties.
“Standard Contractual Clauses”	shall mean the contractual clauses set out in the European Commission’s Decision of 4 th June 2021 on standard contractual clauses for the transfer of Personal Data to Processors established in third countries, under the Data Protection Laws, as may be amended by the European Commission from time to time; and
“Security Incident”	shall mean a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of or access to Customer Personal Data
Special Categories of Personal Data	shall mean and include any categories of Personal Data that have been accorded a special status under the applicable Data Protection Laws due to their nature and need a higher standard of care when being handled, including without limitation, medical or health information, racial or ethical origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, sex life and sexual orientation.
“Sub-processor”	shall mean any downstream processors used by the Data Processor to Process Personal Data while providing the Services to the Data Controller.
“Supervisory Authority”	shall mean the relevant supervisory authority with responsibility for privacy or data protection matters in the jurisdiction of the Data Controller.

II. ROLE AND SCOPE OF PROCESSING:

1. **Role.** As between the parties, Atlan (as defined in the Agreement) and all its Affiliates that may Process Personal Data under this DPA shall be deemed as the “Data Processor” (or Sub-processor, as applicable) acting on behalf of the Customer. The parties agree that Customer Affiliates (as defined in the Agreement) may request for Services under this Agreement and as such, for the purposes of this DPA, in the event, the Customer Affiliates require Processing of Personal Data: (a) the Customer must confirm the instructions provided by its Affiliates and their Users; (b) the Customer shall ensure that the terms of this DPA are appropriately flowed down to its Affiliates and shall remain liable to the Data Processor for any non-compliance by its Affiliates of this DPA; and (c) any claims against the Data Processor related to this DPA shall be exclusively brought by the Customer and shall be subject to any liability restrictions set forth in the Agreement, including, but not limited to, any aggregate limitation of liability.
2. **Scope of Processing**
 - a. **Purposes.** Processing of Personal Data under this DPA shall be solely limited to the Purposes and only as instructed by the Customer. For clarity, if the Data Processor doubts the legality of the instructions provided by the Customer, it has the right to clarify its doubts prior to Processing the Personal Data and shall not be liable for any claims or non-compliance with Data Protection Laws if it acts on the instructions of the Customer. Furthermore, in the event any instructions provided by the Data Controller are held to be illegal and/or non-compliant with the applicable Data Protection Laws and the Data

Processor is held liable for the same, the Customer shall indemnify the Data Processor under Section 10 b. of the Agreement.

- b. Terms applicable to Personal Data subject to SPDPA. In the event SPDPA is applicable to the Processing carried out under this DPA, the Data Processor agrees and acknowledges that it is prohibited from selling any Personal Data received pursuant to the Purposes of this DPA unless otherwise permitted by SPDPA.
- c. Terms applicable Personal Data subject to CCPA. If Customer uploads Customer Personal Data to the Service which is governed by CCPA, then the below clauses shall additionally apply in relation to Data Processor's role as a service provider for such Customer Personal Data:
 - i. Data Processor shall not sell or share Customer Personal Data except as agreed by the parties;
 - ii. Data Processor shall process Customer Personal Data only to the extent required to provide the Services, including without limitation, any support services provided by the Data Processor for which it may need to access Customer Personal Data. Data Processor shall not retain, use, or disclose the Customer Personal Data (i) for any purposes (including commercial purposes) other than for provision of Services or (ii) outside the direct business relationship between the parties unless, in each case, expressly permitted by the CCPA and its regulations;
 - iii. Data Processor shall notify Customer no later than five (5) business days after it determines that it can no longer meet its obligations under CCPA and its regulations. Upon such notice, Customer may direct the Data Processor to take reasonable and appropriate steps to stop and remediate unauthorized use of Customer Personal Data by deleting all or the relevant portion of Customer Personal Data from the Service or by such other means as agreed between the parties.
- d. Categories of Data Subjects. The categories of Data Subjects to whom the Personal Data relates shall be solely determined and controlled by the Customer (including where the Data Processor may be a sub-processor) and shall include, without limitation, the Personal Data required for User credentials.
- e. Categories of Personal Data. The categories of Personal Data to be Processed by the Data Processor shall be solely determined and controlled by the Customer (including where the Data Processor may be a sub-processor) and could include, without limitation, contact details (name, email IDs, address), financial information, IT information and where applicable, Special Categories of Personal Data.
- f. Retention of Personal Data. Any Personal Data Processed pursuant to the Agreement shall be retained until required for the Purposes described in this DPA. For avoidance of doubt, any Personal Data retained by the Processor as part of its internal policies and procedures, including any back-up protocols, shall be deleted as per its policies in the ordinary course of business.

III. SUB-PROCESSORS:

- 1. **Authority to use Sub-processors.** To the extent necessary to fulfil the Services, the Data Controller understands and hereby authorizes the engagement of Sub-processors by the Data

Processor to deliver the Purposes of this DPA. The list of Data Processor's current Sub-processors is attached herewith as Schedule 1.

2. **Liability for Sub-processors.** The Data Processor shall: (a) enter into a written agreement with each Sub-processor imposing data protection obligations no less protective than agreed in this DPA to the extent applicable to the Services provided by the Sub-processor; and (ii) remain liable for each Sub-processor's compliance with the obligations under this DPA. Upon written request, and subject to any confidentiality restrictions, Data Processor shall provide Customer all relevant information it reasonably can in connection with its applicable Sub-processor agreements where required to satisfy Customer's obligations under Data Protection Laws.
3. **Changes to Schedule 1.** Any changes to Schedule 1 shall be notified to the Customer as soon as reasonably possible. The Customer may raise an objection to the changed Sub-processor within 15 (fifteen) days from the date of notification by the Data Processor after which it shall be deemed that the Customer has no objections to the new Sub-processor. The objections must be submitted in writing demonstrating reasonable grounds which shall be discussed by the parties in good faith to find a resolution. In the event, the parties are unable to find a resolution within a reasonable time, including without limitation, the Data Processor being unable to provide an alternate Sub-processor, the Customer's sole remedy shall be to terminate the impacted Order Forms.

IV. DATA PROTECTION WARRANTIES AND OBLIGATIONS:

1. Each party agrees and warrants that it shall comply with the applicable Data Protection Laws. Accordingly, the Customer hereby confirms that it has the necessary approvals, permits, licenses, consents from Data Subjects, Data Controllers and/or competent authorities in respect of the instructions provided to the Data Processor under the Agreement, including without limitation, permission for international data transfers by the Data Processor as applicable.
2. The Data Processor warrants and undertakes that while Processing the Personal Data, it shall:
 - a. not transfer Personal Data outside the Hosting Regions except in accordance with Clause VI of this DPA;
 - b. restrict access to Personal Data only to persons for whom access to such data is necessary for the performance of the Services which shall always be subject to Customer consent;
 - c. flow down the obligations of Confidentiality and those described under this DPA to all persons authorized to access Personal Data via appropriate written agreements;
 - d. implement commercially reasonable technical and organizational measures (as further described in **Schedule 2**) to protect any Personal Data Processed by it under the Agreement, including without limitation, Article 32(1) of GDPR and/or SPDPA. For avoidance of doubt, Data Processor retains the right to update the measures described in Schedule 2 from time to time provided that any such updates shall not materially diminish the overall security of the Service or Customer Personal Data;
 - e. inform the Customer promptly, and in any event within three (3) business days, of any enquiry or complaint received from a Data Subject or Supervisory Authority relating to a Data Subject's rights under the applicable Data Protection Laws; and
 - f. immediately inform the Customer of any doubts as to the legality of the instructions issued by the Customer and/or its Users.

V. SECURITY INCIDENT:

The Data Processor shall, as soon as practically possible but no later than 72 hours from the occurrence of a Security Incident, notify to the Customer by e-mail and take reasonable steps to contain, investigate, and mitigate the Security Incident. The Data Processor shall endeavour to provide the Data Controller of any such information that the Data Controller may reasonably request for pertaining to the Security Incident.

VI. INTERNATIONAL DATA TRANSFERS

1. **Hosting Region.** Data Processor will only host Customer Personal Data in the region(s) offered by the Data Processor and selected or configured by the Customer via the Software (the “**Hosting Region**”). Customer is solely responsible for the regions from which its Users access the Customer Personal Data, for any transfer or sharing of Customer Personal Data by Customer or its Users and for any subsequent designation of other Hosting Regions. Once Customer has selected a Hosting Region, subject to Clauses IV 2 b., c. and d. below, the Data Processor will not Process Customer Personal Data from outside the Hosting Region except as reasonably necessary to provide the Services and to deliver the Purposes envisaged by this DPA, or as necessary to comply with the applicable laws or binding order of a governmental body.
2. **Singapore Personal Data Transfers.** In cases where SPDPA applies, to the extent that the Services involve a transfer of Customer Personal Data by the Data Processor outside of Singapore, the Customer authorizes the Data Processor to transfer the Customer Personal Data across international borders only as necessary and required for the provision of Services. The Data Processor shall notify the Customer, describing the details of transfers of Personal Data outside of Singapore, before any such transfer is made.
3. **European Personal Data Transfers.** In cases where GDPR applies, transfer of Customer Personal Data outside the European Union, European Economic Area or any other jurisdiction to which GDPR applies and always subject to the national laws of the member states, the parties shall enter into the applicable Standard Contractual Clauses (Controller to Processor or Processor to Processor in case the Data Processor is Customer’s Sub-processor) and incorporated by reference.
4. **UK Personal Data Transfers.** In cases where UK GDPR applies, any international data transfers shall remain subject to the terms of the UK GDPR and such transfers shall be governed by the International Data Transfer Addendum issued by the Information Commissioner’s Office under s.119(A) of the UK Data Protection Act 2018.

VII. RETURN AND/OR DELETION OF PERSONAL DATA

Upon expiry or termination of the Agreement or the last Order Form executed by the parties, whichever is later and subject to applicable Data Protection Laws, the Data Processor shall return, or delete as requested by the Customer any time during the Term of the Agreement, the Personal Data in its possession within 30 days from the expiry, termination, or request for deletion. For the purposes of this DPA, deletion would include physical or logical deletion, ensuring that the Personal Data cannot be restored extending to all copies held by the Data Processor, including backups. Logical deletion methods will be considered appropriate if they are multi-pass overwrite methods. The Data Processor will provide written confirmation that deletion has been completed, including the physical deletion and method used. For avoidance of doubt, if any Customer Personal Data is retained in the Data Processor’s archives or IT

back-up, the Data Processor shall continue to be bound by the Data Protection Laws in relation to the retained Personal Data and delete the same in due course of business as per its internal policies.

VIII. DURATION AND TERMINATION:

The term of this DPA shall commence on the Effective Date of the Agreement and conclude concurrent to the Term of the Agreement or the last Order Form executed by the parties, whichever is later. For clarity, in case the parties sign an evaluation agreement prior to signing the Agreement and it requires the signing of this DPA, then the terms agreed under the evaluation agreement shall continue to apply for the entire duration of the parties' business relationship and shall apply to any and all processing of Personal Data under the Agreement.

IX. AUDIT

The Data Processor will allow and shall cooperate with the Customer during an audit of the Processing of the Personal Data, on request and at Customer's cost. Audits will be conducted by the Customer and/or its representative after providing a reasonable prior notice of at least 15 days either at the Data Processor's premises or online via a remote access. The Customer hereby agrees that in exercising its audit rights under this clause, it shall ensure no harm is caused to the Data Processor's systems or its ability to deliver Services to its customers and the scope of such audit shall extend only to matters concerning Data Processor's compliance with this DPA.

X. RELATIONSHIP WITH AGREEMENT

1. Parties agree and acknowledge that this DPA replaces and supersedes any existing data processing addendums, attachments, exhibits or standard contractual clauses that the parties may have entered into previously in connection with the Services.
2. Except as provided by this DPA, the Agreement remains unchanged and in full force and effect. If there is any conflict between this DPA and the Agreement, this DPA shall prevail to the extent of that conflict in connection with the Processing of Customer Personal Data. Notwithstanding the foregoing, and solely to the extent applicable to any Customer Personal Data comprised of patient, medical or other protected health information regulated by HIPAA, if there is any conflict between this DPA and a business associate agreement between Customer and the Data Processor, then the business associate agreement shall prevail.
3. Notwithstanding anything to the contrary in the Agreement or this DPA, each Party's and all of its Affiliates' liability, taken together in the aggregate, arising out of or relating to this DPA in connection with the Agreement shall remain subject to any aggregate limitations on liability set out in the Agreement.

XI. Without prejudice to the rights of the Data Subjects, this DPA shall not benefit or create any right or cause of action on behalf of a third party (including a third-party Data Controller).

XII. This DPA will be governed by and construed in accordance with governing law and jurisdiction provisions in the Agreement.

SCHEDULE 1 – LIST OF SUB-PROCESSORS

Sub-Processor	Address	Purposes
Amazon Web Services. Cloud Storage Services/ Environment	As per location of Customer Personal Data	For the provision of storing Customer Data for the purpose of provision of agreed services.
Atlan Inc.	1000 N West Street Suite 1281-M #171 Wilmington, DE 19801	For the purpose of provision of agreed services as per access provided by the Data Controller.
Atlan Technologies Pvt. Ltd.	Saket District Centre, Next to Select City- Walk Mall, District Mall, Sector 6, Pushp Vihar New Delhi South Delhi DL 110017 IN	For the purpose of provision of agreed services as per access provided by the Data Controller
Atlan Pte. Ltd.	3 Coleman Street, #03-24 Peninsula Shopping Complex, Singapore (179804)	For the purpose of provision of agreed services as per access provided by the Data Controller

SCHEDULE 2 – TECHNICAL AND ORGANISATIONAL MEASURES FOR DATA PROTECTION AND SECURITY OF THE DATA

We currently observe the Security Measures described in this Annex 2. All capitalised terms not otherwise defined herein will have the meanings as set forth in the General Terms. For more information on these security measures, please refer to Atlan's SOC 2 Type II Report, HIPAA Report and Penetration Test Summaries, available at request.

Measures of pseudonymisation, encryption of personal data and the protection of data during transmission and storage

In-transit: We require HTTPS encryption (also referred to as SSL or TLS) on all login interfaces and for free on every customer site hosted on the Atlan product(s). Our HTTPS implementation uses industry standard algorithms and certificates.

At-rest: We store user passwords following policies that follow industry standard practices for security. We have implemented technologies to ensure that stored data is encrypted at rest.

Measures for ensuring ongoing confidentiality, integrity, availability and resilience of processing systems and services

Atlan has personnel responsible for oversight of security. It has a dedicated security team to implement, investigate and review security controls and incidents.



Measures for ensuring the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident

Outsourced processing: We host our Service with outsourced cloud infrastructure providers. Additionally, we maintain contractual relationships with vendors in order to provide the Service in accordance with our DPA. We rely on contractual agreements, privacy policies, and vendor compliance programs in order to protect data processed or stored by these vendors.

We implement industry standard access controls and detection capabilities for the internal networks that support its products.

Access controls: Network access control mechanisms are designed to prevent network traffic using unauthorised protocols from reaching the product infrastructure. The technical measures implemented differ between infrastructure providers and include Virtual Private Cloud (VPC) implementations, security group assignment, and traditional firewall rules.

Product access: A subset of our employees have access to the products and to customer data via controlled interfaces. The intent of providing access to a subset of employees is to provide effective customer support, product development and research, to troubleshoot potential problems, to detect and respond to security incidents and implement data security. All such access is logged. Employees are granted access by role and by the principle of least privilege.

Processes for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures in order to ensure the security of the processing

Penetration testing: We maintain relationships with industry recognized penetration testing service providers for four annual penetration tests. The intent of the penetration tests is to identify and resolve foreseeable attack vectors and potential abuse scenarios. Penetration tests are performed against the application layers and network layers of the Atlan technology stack.

Responsible disclosure: A responsible disclosure program invites and incentivises independent security researchers to ethically discover and disclose security flaws. We implement a responsible disclosure program in an effort to widen the available opportunities to engage with the security community and improve the product defences against sophisticated attacks.

Measures for user identification and authorisation

Authentication: We implement a uniform password policy for our customer products. Customers who interact with the products via the user interface must authenticate before accessing non-public customer data.

Authorisation: Customer Data is stored in storage systems accessible to Customers via only application user interfaces and application programming interfaces. Customers are not allowed direct access to the underlying application infrastructure. The authorisation model in our product is designed to ensure that only the appropriately assigned individuals can access relevant features, views, and customization options. Authorization to data sets is performed through validating the user's permissions against the attributes associated with each data set.

Measures for ensuring physical security of locations at which personal data are processed

We host our product infrastructure with outsourced infrastructure providers. We do not own or maintain hardware located at the outsourced infrastructure providers' data centres. Production servers



and client-facing applications are logically and physically secured from our internal corporate information systems. The physical and environmental security controls are audited for SOC 2 Type II and ISO 27001 compliance, among other certifications.

Measures for ensuring events logging

We designed our infrastructure to log extensive information about the system behaviour, traffic received, system authentication, and other application requests. Our personnel, including security, operations, and support personnel, are responsive to known incidents.

Measures for ensuring system configuration, including default configuration

We harden our server infrastructure using a hardening standard based on a common industry standard.

Measures for internal IT and IT security governance and management

Access review: Access to critical infrastructure is reviewed by our IT team on a quarterly cadence.

Security awareness and training: Internal security training and a compulsory review of our security policies is conducted for all of our employees on an annual basis. Phishing simulations are conducted on a regular basis to ensure that our employees are aware of the dangers and how to handle phishing emails.

Measures for certification/assurance of processes and products

We engage an external auditor to perform audits and provide attestations that we comply with SOC 2 Type II and HIPAA requirements.

Measures for ensuring data minimisation

We only persist metadata on data assets. We pass-through raw data from tables for our Preview and Query features to end users, but this data is not persisted in the platform. Customer is in complete control of the metadata and raw data that the Atlan application has access to.

Measures for ensuring data quality

We allow users to update the information in their accounts themselves or via requests to its customer support function, the Customer Success Team.

Measures for ensuring limited data retention

We maintain a Data Retention Policy setting out the retention periods for various types of data based on legal requirements, justified interests and the purposes of collection.

Measures for ensuring accountability

We have appointed a Grievance Officer and a Data Protection Officer.

Measures for allowing data portability and ensuring erasure

We have a process in place to ensure that our users are able to exercise their rights to data portability and erasure as described in our Privacy Notice available at <https://atlan.cm/pvcy>.

APPENDIX 3: INSURANCE

Atlan and its Affiliates are insured by insurers of recognized financial responsibility against such losses and risks and in such amounts as it believes to be prudent and customary to Atlan's business as well as required by applicable laws which are further detailed as follows:

- (i) **Statutory Workers' Compensation** in an amount sufficient to meet applicable state statutory liability limits covering its employees, including a waiver of subrogation obtained from the carrier in favor of the Customer. Such insurance will comply with the workers' compensation laws of any state in which Atlan does business or otherwise operates.
- (ii) **Commercial General Liability** in an amount no less than \$3,000,000 per each occurrence and \$3,000,000 in the aggregate covering bodily injury, broad form property damage, personal injury, products and completed operations, contractual liability and independent contractors' liability. All Participating Eligible Purchasers, their officers and employees will be included as additional insureds on this policy, and a waiver of subrogation will be obtained from the carrier in favor of all Participating Eligible Purchasers.
- (iii) **Professional Services Errors & Omissions Liability** insurance covering Atlan's monetary damages resulting from errors or omissions of the Contractor, its principals or personnel in the course of rendering or failing to render the services to which this Agreement pertains, with a limit of \$2,000,000 per claim/wrongful act and \$2,000,000 in the aggregate. Such insurance shall extend to cover damages arising out of any wrongful acts, errors or omissions of any individual when acting under Contractor's supervision, direction, or control.
- (iv) **Cyber Liability** in an amount no less than \$5,000,000 per claim.

As applicable, the aforesaid policies will be extended to cover the liability of the Customer its officers, directors and employees due to an error or omission by Atlan or that may arise from the services provided by Atlan according to this Agreement or any Order Form in relation to Commercial General Liability and Professional Services Errors & Omissions Liability insurance coverages. Such insurance will apply as primary insurance and no other insurance will be called upon to contribute to a loss covered thereunder. In addition, such policies will permit Atlan to waive, on its own behalf and on behalf of its insurers, any rights of subrogation against the Customer.

The Customer may request for copies for and Atlan will provide certificates of insurance evidencing the aforesaid coverages and limits thereof upon 15 days' written notice.

If any such liability policies are on a "claims made" basis, Atlan will agree to maintain such coverage in force for 1 year following termination or expiration of this Agreement or to purchase adequate "tail liability" insurance upon the termination of this Agreement.