



AI SERVICES ADDENDUM

Certain Software or Cloud Services provided by ARIS contain components that utilize artificial intelligence ("AI", and such components, "AI Components") to generate content either from user inputs or contextual information derived from content provided by the Customer ("AI Generated Content"). Where this is the case, such AI Components are made available on the terms and subject to the terms and conditions that are set out in any existing agreement between the parties as well as this AI Service Addendum which the Customer acknowledges shall also apply to any use by it of such AI Components. Capitalized terms used and not otherwise defined here shall have the meanings assigned to them in the relevant existing agreement between the Customer and the Supplier.

- AI Components and Generated Content:** Customer is solely responsible for determining the appropriateness of using AI Components or AI Generated Content in its business, including compliance with any applicable laws and regulations. Customer acknowledges and agrees that Supplier may automatically collect, process, and use information associated with user inputs, augmented inputs, responses and results to monitor, analyze, develop, support or improve the performance of the Software or Cloud Services as part of Operational Data as defined under the section Operational Data of the Master Framework Agreement or any other agreement the Parties have entered into. Customer shall not use AI Components or AI Generated Content (a) to mislead any person that the AI Generated Content was solely human generated; (b) to make automated decisions that may have a detrimental impact on individual rights without appropriate human supervision; (c) in a manner that infringes, violates, or misappropriates any rights of any person; or (d) in violation of any applicable laws.
- Supplier's Role:** The Supplier acts solely as downstream provider of AI Components and does not develop or modify the underlying AI technologies. The Supplier's role is limited to integrating these components into the Software or Cloud Services.
- Data Processing:** Use of AI Components will require that AI Generated Content be transmitted to and temporarily stored for a minimal period of time solely for the purpose of being processed in locations other than the any agreed associated Data Storage Location. Customer Data is never accessed, used or retained by any third party, except where permitted by applicable laws, rules and regulations. Any AI Generated Content submitted to third party models are not stored, retained, logged or distributed by third party model providers. Only non-content usage information about third party interactions with the respective model providers is shared. Customer Data is not shared with third parties for the purposes of training or improving any Large Language Models ("LLMs"). Supplier shall take reasonable measures to ensure the security and confidentiality of the Customer Data during storage and processing.
- Third Party Terms:** The AI Component is a Third Party Component pursuant to the terms of the Agreement. Supplier uses pre-trained LLMs from established market providers selected by Supplier ("AI Provider(s)"). The list of AI Providers is accessible on the list of subprocessors found through the following link as updated from time to time: <https://trust.aris.com/>. There is no ability for Customer to select a chosen third-party provider. Life cycles for LLMs correspond to those of the relevant service provider and Supplier may retire LLMs and move to newer versions as they are released.

The duly authorized representative(s) of each Party accepts the terms of this Addendum by signing below.

| Agreement | | | |
|---|--|---|--|
| Duly authorized for and on behalf of Supplier | | Duly authorized for and on behalf of Customer | |
| Signed | | Signed | |
| Name | | Name | |
| Title | | Title | |
| Date | | Date | |