

AI SERVICES ADDENDUM

Certain Software or Cloud Services provided by ARIS (Supplier) 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.

1 AI Generated Components and 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.

2 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.

3 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.

4 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. This clause does not affect the Parties' rights and obligations under the DPA

5 Bring Your Own Model

Certain AI products allow the Customer to use their own large language model or similar AI models by integrating a proprietary or third-party model hosted on a non-ARIS platform with the platform/services ("AI model"). To the extent Customer elects and Supplier agrees to use their own AI model, the following terms apply:

- 5.1 Customer retains all right, title, and interest in the AI model.
- 5.2 Supplier will provide reasonable assistance to facilitate integration of Customers AI model with the Services, but Customer is solely responsible for ensuring that Customers AI model is compatible with the Services and for any costs associated with the integration. The list of supported APIs can be found in the documentation.
- 5.3 Customer is solely responsible for:
 - (a) ensuring their AI model complies with all applicable laws, regulations and standards;
 - (b) maintaining the security, confidentiality and integrity of Customers AI model;
 - (c) managing and maintaining Customers AI model; and
 - (d) all costs and charges that arise from the use of the AI model (e.g. token costs).
- 5.4 Customer grants Supplier a non-exclusive, worldwide, royalty-free licence to host, access, process and use the AI model solely as necessary to provide the Services during the term. Customer warrants that it holds all rights necessary to grant this licence and that the AI model does not infringe any third-party rights. Customer shall defend, indemnify and hold harmless Supplier against any third-party claims, fines, or Losses arising from the AI model, its Output, or Customer's failure to comply with this clause, including claims relating to data protection or infringement of intellectual property rights.
- 5.5 Supplier makes no warranties or representations regarding the compatibility or performance of Customers AI model with the Services and shall not be liable for any technical issues, damages or Losses resulting from use of Customers AI model, in each case to the fullest extent permitted by applicable mandatory law. Upon termination or expiration of the Agreement,

and upon Customers discontinued use of the AI products, Customer shall cease use of Customers AI model in connection with the Services and remove such AI model from Suppliers systems, if applicable.