

Important Updates to our Agreements and URL Terms

Hello! We have made changes to certain agreements and URL terms related to our products and solutions (“Solutions”). Here is a summary of the most notable changes to the following documents:

- Solutions Agreement (“SA”);
- Managed Detection and Response (MDR) Solutions Terms; and
- Managed Security Awareness Solutions Terms; and
- Privacy Notice for Customers.

This is not an exhaustive summary of the changes. To see all of the changes, please read the Solutions Agreement [here](#), and the MDR/MR Solutions Terms [here](#) (if needed, please contact legal@arcticwolf.com for the password to access).

In addition, we’ve added the ability for our customers to sign up and receive email notifications if we make updates to our Authorized Subprocessor Lists located [here](#) (MDR/MR/MSAT Authorized Subprocessor List) or [here](#) (CDO/IR Services Authorized Subprocessor List).

The updates to the agreements and URL terms described herein will take effect in accordance with the terms governing your existing subscription. By continuing to use our solutions on or after the effective date of the change, or such other date set forth in your agreement with us, you agree to these updated terms. Please note that throughout each of the documents, we have made changes to improve clarity and address grammar, typos, cross-reference errors, and similar issues.

Solutions Agreement Updates:

- We have updated our Open Source Warranty to provide customers with updated representations and warranties related to the use of Open Source Components.
- We have updated our limitations of liability provision to accommodate customers who purchase multi-year subscriptions.
- We have updated the assignment language to allow customers the right to subcontract their obligations.

Managed Detection and Response (MDR) Solutions Terms:

- We have clarified that in the event of an incident, Arctic Wolf will perform Host Containment Activities in accordance with our standard containment policy unless the parties have agreed to different actions.
- We clarified how customers may use the Data Exploration feature.

Managed Security Awareness Solutions Terms:

- We have clarified the Microsoft naming convention given Microsoft’s recent changes.
- Designated Content Download capabilities are now included with a subscription to MA+.

If you have any questions about the changes we have made to these documents, please contact us at legal@arcticwolf.com. Thank you for being part of the Arctic Wolf Pack!