

MANAGED SECURITY AWARENESS SUPPLEMENTAL PRODUCT TERMS

These Managed Security Awareness Supplemental Product Terms ("**Supplemental Product Terms**") is an addendum to, supplements, and is made part of the General Terms located at <https://arcticwolf.com/terms/general-terms/> (or such other similarly executed General Terms or negotiated Solutions Agreement) in place between the parties (the "**General Terms**") (the Supplemental Product Terms and General Terms collectively referred to herein as the "**Agreement**") and, subject to the terms herein, governs Customer's use of the Managed Security Awareness solution (the "**Solution**"). These Supplemental Product Terms apply to the extent Customer has subscribed to the Solution either as a standalone offering or as part of Customer's subscription to other Products. Any capitalized terms not otherwise defined herein have the same meanings as those noted in the General Terms. If there is any conflict between these Supplemental Product Terms and the General Terms, then these Supplemental Product Terms shall control.

BY EXECUTING, WHETHER MANUALLY OR ELECTRONICALLY, OPERATING, DOWNLOADING, INSTALLING, REGISTERING OR OTHERWISE USING THE SOLUTION, ACCEPTING AN ORDER FORM WHICH INCLUDES THE SOLUTION, OR CLICKING AN "I ACCEPT", "SUBMIT", OR "CONTINUE" BUTTON ASSOCIATED WITH THIS AGREEMENT, CUSTOMER (OR ITS AUTHORIZED AGENT, IF APPLICABLE) EXPRESSLY AND EXPLICITLY ACKNOWLEDGES AND AGREES THAT THIS IS A BINDING AGREEMENT AND CUSTOMER HEREBY AGREES TO THE GENERAL TERMS AND THESE SUPPLEMENTAL PRODUCT TERMS. IF YOU ARE AN EMPLOYEE OR OTHER REPRESENTATIVE, INCLUDING CUSTOMER'S AUTHORIZED PARTNER (AS DEFINED BELOW), ACCEPTING THIS AGREEMENT ON BEHALF OF CUSTOMER OR USING OR ACCESSING CYBER JUMPSTART PORTAL ON BEHALF OF CUSTOMER, YOU HEREBY REPRESENT AND WARRANT TO ARCTIC WOLF THAT YOU ARE (A) AUTHORIZED TO ENTER INTO THIS AGREEMENT ON BEHALF OF CUSTOMER; AND (B) YOU HAVE APPROPRIATE CONSENT AND AUTHORIZATION TO ACCESS YOUR CUSTOMER'S ACCOUNT. IF YOU AND/OR CUSTOMER DOES NOT ACCEPT ALL THE TERMS AND CONDITIONS IN THIS AGREEMENT OR IS NOT AUTHORIZED TO ENTER INTO THIS AGREEMENT, DO NOT SUBMIT A REQUEST TO LICENSE OR SUBSCRIBE TO THE SOLUTION OR OTHERWISE USE THE SOLUTION.

1. SOLUTION.

1.1 The Solution may be licensed separately or as part of a Security Operations Bundle as more fully described at <https://arcticwolf.com/terms/bundles-tiers/> (each a "Bundle"). The Solution includes the following Components:

Component	
Software	Phishtel Reporting Engine and Arctic Wolf Report Email Button
Content	Online access and download rights, if licensed by Customer, to Customer learning content and Content Compliance Pack within the Administrator Dashboard and/or Content Library
Content Management Hosting Environment	Access to and use of the Administrator Dashboard and metrics related to the use of the Content by Customer's Users
Services	Support, onboarding services, Content modification services, and Cyber Resilience Assessment ("CRA") ¹
Professional Services	If available with Customer's subscription and purchased subject to a separately executed SOW

1.2 The Solution and its Components are more fully described in the MA Product Description located at <https://docs.arcticwolf.com/> (the "**Product Description**") and incorporated herein by reference. Any capitalized terms not otherwise defined in the Agreement shall have the definition in the Product Description.

2. DATA; ARCTIC WOLF TECHNOLOGY.

2.1 Data. Data processed by Arctic Wolf in the delivery of the Solution includes:

2.1.1 Learner Data. "**Learner Data**" means User setup details (User email, work title, and name), Solution metrics related to such Users, including your Users' learning status, training scores, and Phishing results associated with such Users' use of the Solution.

2.1.2 Phishtel Data. "**Phishtel Data**" is collected if the Arctic Wolf Report Email Button is deployed by Customer and means the information pertaining to the phishing email(s) self-reported by a User and includes or may include name of User, email address of User, Microsoft Graph API ID, json web token, full content of email, and version data.

2.1.3 Customer created and owned content, if any.

2.2 Arctic Wolf Technology. For purposes of these Supplemental Product Terms, Arctic Wolf Technology includes System Metrics Data and Arctic Wolf Trademarks.

¹ CRA is available subject to the terms of the Cyber JumpStart Portal Supplemental Product Terms located at <https://arcticwolf.com/terms/>.

2.2.1 System Metrics Data. "**System Metrics Data**" means any machine-generated data, such as metadata derived from tasks, file execution, commands, resources, network telemetry, executable binary files, macros, scripts, and processes, that: (i) Customer provides to Arctic Wolf, or (ii) is collected or discovered during the course of Arctic Wolf's delivery of the Solution or Customer's use thereof, excluding any such information or data that identifies Customer or to the extent that it includes personal information of Customer's data subjects.

2.2.2 Arctic Wolf Trademarks. Any license to Arctic Wolf Trademarks requires the following: (a). All uses of Arctic Wolf Trademarks will comply with any written trademark guidelines that Arctic Wolf may provide to Customer from time to time; (b) Customer is prohibited from removing or altering any Arctic Wolf Trademarks displayed with or in the Content or Hosting Environment except with Arctic Wolf's written consent or as otherwise accommodated by Arctic Wolf as part of the Solutions; and (c) Customer agrees that it will not in any way suggest or imply by the use of Arctic Wolf Trademarks that Customer is affiliated with or endorsed or sponsored by Arctic Wolf.

2.3 Data Storage. Customer's Confidential Information is stored in Arctic Wolf's third-party service provider data centers located in the United States and may be processed as set forth in the Data Processing Addendum.

3. OWNERSHIP

3.1 Customer Ownership. Except for the limited rights granted in the Agreement, Customer owns all Phishtel Data, Learner Data, and Customer created and owned content.

4. TERMINATION

4.1 Except as otherwise required by law, Arctic Wolf will remove, delete, or otherwise destroy all copies of Confidential Information in its possession within one hundred twenty (120) days of expiration or termination.