

We've Updated our Agreements and URL Terms

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

- Solutions Agreement ("SA");
- Managed Security Awareness Website Terms (solely to the extent you have licensed MSAT via the online licensing process);
- Managed Security Awareness Solutions Terms;
- Subscriber Terms for Arctic Wolf Service Operations Warranty; 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](#), Solutions Terms [here](#), Managed Security Awareness Website Terms [here](#), Subscriber Terms for Arctic Wolf Service Operations Warranty [here](#), and Privacy Notice for Customers [here](#).

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 made further clarifications on how the Order Form works in conjunction with the Solutions Agreement.
- We have adjusted to the licensing language to make clear that you may monitor the environments of you and your affiliates.
- We have updated the components of the Managed Security Awareness Solution to account for new features and functionality.
- If you are an MSP partner, we have added language related to your use of IR JumpStart Retainer on behalf of your end users.
- We have better defined the types of data that we collect from you to deliver the Solutions, in conjunction with modifications to our Privacy Notice, to make it more transparent on how we use the information you provide to us – including a clarification related to Point of Contact Information, Phishtel Data, Contract Account Information, and Threat Intelligence Data.
- In Section 5.3, we have contemplated your ability to manage your own Administrator accounts.
- If you are a public entity customer, we will maintain the data security controls and processes set forth in our SOC2 Type II Report and ISO 27001 certification. You are responsible for determining whether such controls are sufficient for your requirements.
- We have updated the terms of the Solutions Agreement to comply with the requirements of the California Privacy Rights Act.

Managed Security Awareness Website Terms:

- We have updated the components of the Managed Security Awareness Solution to account for new features and functionality.
- We have added the concept of Phishtel Data which we may collect from you if you deploy our new feature and added clarifications related to Point of Contact Information, Learner Data, and Contract Account Information.
- We have updated the notification process language to better align with other SaaS vendors in our industry.

Managed Security Awareness Solutions Terms:

- We have updated the description of the Managed Security Awareness Solutions and details related to the available components within each version of the Solution.
- We have added further description related to the newly added Arctic Wolf Report Email Button.
- If you are on an older version of our Solutions Agreement and have licensed Managed Security Awareness, the terms related to your use of this Solution have been updated to account for the newly added Arctic Wolf Report Email Button feature.

Subscriber Terms for Arctic Wolf Service Warranty:

- Customers who are currently enrolled in the Service Warranty and who renew qualifying Subscriptions will automatically be re-enrolled in the Service Warranty. Any changes to the indemnification level will require a new enrollment to be active.
- Choice of law and venue for any dispute under the Subscriber Terms have been changed to Delaware.
- We have expanded the offering internationally and have made modifications to the agreement to reflect this expansion.

Privacy Notice for Customers:

- We have updated references to the UK GDPR.
- We have added a clarification regarding the Contract Account Information we collect and use as a Controller under GDPR.
- We have aligned the data types in the Privacy Notice with the data types outlined in our Solutions Agreement and added a data type related to a new feature deployed as part of the Managed Security Awareness Solution, and clarified how we may use this new information.
- We have updated our solution naming conventions.
- We have made further updates to align our California Privacy Supplement to the requirements under CCPA/CPRA.
- We have added a link to the New Zealand Privacy Commissioner in the event you have a complaint.

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!