

# 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 Detection and Response (MDR) Solutions Terms;
- Managed Risk (MR) Solutions Terms;
- 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](#), Solutions Terms [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 added ITSM ticketing integrations as part of our Platform product set.
- In Section 5.3, we have added a notification that information may be recorded by us and our third party service provider if you or your administrators' use any available chat feature within the portals.
- If you transact with us via an authorized partner, we have provided for payment terms if, in limited circumstances, Arctic Wolf is the party invoicing you directly for any fees.
- We have expanded our IP indemnity to you to account for claims that may arise in Switzerland.

## Managed Detection and Response (MDR) Solutions Terms:

- We have added reference to additional toll-free numbers that may be called for support.
- We have added an explanation of our ITSM ticketing integration capabilities as part of our Platform product set.
- We have added clarification related to the monitoring of our customers' GCC/GCC High environment, if applicable to your environment.

## Managed Risk (MR) Solutions Terms:

- We have added an explanation of our ITSM ticketing integration capabilities as part of our Platform product set.

## Managed Security Awareness Solutions Terms:

- We have added reference to additional toll-free numbers that may be called for support.

## Privacy Notice for Customers:

- We have clarified that we may use your information for error management as part of our business operations.
- We're also informing you that, if the EU GDPR applies to transfers of your Solutions Data to the United States, we are adopting the EU-U.S. Data Privacy Framework (DPF) as an Alternative Transfer Solution (as defined by the CDPA) for those transfers on September 1, 2023, in accordance with the CDPA. This follows the European Commission's adoption of an [adequacy decision](#) for that framework.

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