

**AURORA MOBILE THREAT DEFENSE
SUPPLEMENTAL PRODUCT TERMS**

These Aurora Mobile Threat Defense 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 Aurora Mobile Threat Defense solution set forth on an Order Form (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 CLICKING ON THE APPROPRIATE BUTTON WITHIN THE SOLUTION, DOWNLOADING, INSTALLING, ACCESSING, OR BY USING ANY PORTION OF THE SOLUTION, YOU ARE AGREEING TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, OR IF YOU ARE NOT AUTHORIZED TO ACCEPT THE TERMS AND CONDITIONS OF THIS AGREEMENT ON BEHALF OF CUSTOMER, DO NOT COPY, INSTALL, ACCESS OR USE THE SOLUTION.

1. SOLUTION.

1.1 The Solution is more fully described in the applicable Product Description located at <https://docs.arcticwolf.com/> (the "**Product Description**") and incorporated herein by reference. Any capitalized terms not otherwise defined in these Supplemental Product Terms, or the General Terms shall have the definition in the Product Description.

1.2 The Solution may include, to the extent identified on an Order Form, the Software and applicable Documentation pertaining to the Solution. "**Software**" means any Arctic Wolf proprietary enterprise software and any licensed third-party software in object code form only (and not source code) provided hereunder, including server software, client software, personal computer software and interfaces and Documentation. Any upgrades, updates or modified versions of the Software that may be provided to Customer excludes any Customer or any third party provided: (i) software; (ii) content; (iii) services, including internet connectivity, systems, wireless networks and non-Arctic Wolf websites; (iv) devices, servers, equipment and other hardware products, and (v) any ancillary or additional services provided by any Authorized Partner to Customer pertaining to the Solution (collectively, "**Third Party Items**").

1.3 Customer acknowledges and agrees that access to and use of certain components of the Solution, including any mobile application, requires Customer's End Users to download an application developed and hosted by a third-party provider ("**Third-Party Provider**") from the App Store or Google Play Store or any such other marketplace store offered from time-to-time. Download from such stores requires End User acceptance to the end user license agreement located at <https://zimperium.com/zimperium-eula/> or such other website as may be updated from time-to-time ("**Third Party Terms**"). Customer's and End Users' use of the mobile application downloaded from such sites constitute acceptance of those Third Party Terms. "**End Users**" means the employees, contractors, or other personnel of Customer who are authorized by Customer and as permitted by this Agreement to access, use or download the mobile application solely for the internal business purposes of Customer.

1.4 Any Technical Support Services ("**Technical Support Services**"), as included and further described in the Product Description, provided to Customer as part of a subscription may be provided by Arctic Wolf or, if available and applicable, an Authorized Partner, subject to Customer's agreement directly with such Authorized Partner. To the extent provided by Arctic Wolf, performance of such Technical Support Services are provided subject to: (i) the General Terms, as supplemented by these Supplemental Product Terms; (ii) the Technical Support Services program description found at <https://docs.arcticwolf.com/> (or such other site as may be made available by Arctic Wolf from time-to-time), as may be amended by Arctic Wolf and which is incorporated herein by this reference; and (iii) Customer's payment of all applicable fees for the requisite time period and number and type of licenses acquired by Customer pursuant to an accepted Order Form. Customer agrees that it may be required to update Software and/or Third Party Items to continue to access or use the Solution, Third Party Items or portions thereof.

1.5 If applicable and available, Customer understands, agrees, and consents to access to and management of Customer's Solution and if available and applicable, the performance of any services, including Third Party Items, by Customer's MSP/MSP+ partner. Arctic Wolf disclaims any and all liability for the acts or omissions of such MSP/MSP+ partner as it relates to MSP/MSP+ partner's performance of any services, including Third Party Items, for Customer related to the Products.

2. DATA; ARCTIC WOLF TECHNOLOGY.

2.1 Data. Data processed by Arctic Wolf in the normal delivery of the Solution includes End Point Solutions Data. Personal information captured in "**Endpoint Solutions Data**" may include usernames, first name, last name, email address, IP addresses, geolocation (not real time unless permission is granted), username unique identifier, user privileges, device name, account status, password status, password age, country code, account type, assigned workstations, failed login attempts, roaming configuration, removable media events (insertion, removal, file copy), script execution events (JScript, VBScript, and VBA macro script, PowerShell), Windows event logs, WMI events, SMS sender ID, SMS message contents and hyperlinks from unknown senders, and any Data defined in the Third Party Terms.

2.2 Data Storage. Customer's Data 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 Agreement and Data Processing Addendum.

3. TRIAL ACCESS. If the Solution is made available to Customer via Trial Access, Customer may use such access solely to evaluate purchase of a subscription from Arctic Wolf. The Trial Access is limited to thirty (30) days from the date Customer activates the Trial Access, unless otherwise specified by Arctic Wolf (the "**Trial Period**"). Notwithstanding any other provision of the Agreement, the Trial Access is provided "**AS IS**" without warranty or support of any kind, express or implied. Arctic Wolf may terminate Customer's Trial Access at any time for any reason and without liability of any kind. "**Trial Access**" means free, trial or evaluation access to the Solution.

- 4. CUSTOMER WARRANTIES.** In addition to any warranties set forth in the General Terms:
- 4.1 CUSTOMER ACKNOWLEDGES AND AGREES THAT (I) WHERE THE SOLUTION IS DESIGNED TO INTEROPERATE WITH OR FACILITATE CUSTOMER'S ACCESS TO THIRD PARTY ITEMS, ARCTIC WOLF HAS NO CONTROL OVER THE FUNCTIONALITY, DELIVERY, USE OR PERFORMANCE OF SUCH THIRD PARTY ITEMS AND (II) THAT ANY PATCH APPLIED FOR A DETECTED SECURITY THREAT WILL BE EFFECTIVE.
- 5. DATA DELETION.** Data will be deleted on a rolling ninety (90) calendar day basis.
- 6. LIABILITY.** NOTWITHSTANDING ANYTHING CONTRARY IN THE GENERAL TERMS INCLUDING SECTION 10.1(C) OF THE GENERAL TERMS, TO THE FULL EXTENT PERMITTED BY LAW FOR ANY CAUSE RELATED TO THE SOLUTION, WHETHER IN AN ACTION BASED ON A CONTRACT, TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY) OR ANY OTHER LEGAL THEORY, HOWEVER ARISING, ARCTIC WOLF WILL IN NO EVENT BE LIABLE TO CUSTOMER OR ANY THIRD PARTY FOR ANY AMOUNTS THAT EXCEED THE TOTAL FEES PAID OR PAYABLE BY CUSTOMER FOR THE SOLUTION IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRIOR TO (OR IF FEES HAVE NOT YET BEEN PAID, THE FEES EXPECTED TO BE PAID IN THE TWELVE MONTH PERIOD FOLLOWING) THE EVENT WHICH GIVES RISE TO SUCH DAMAGES.