GoodData Platform Product Specific Terms

Version 1.8 effective from July 20, 2023

Free	The Free Subscription Plan includes: • general system access to Analytics Platform • 5 GoodData Free Workspaces • GoodData Platform Free Support No additional purchases are possible in the Free Subscription Plan.

Growth	The Growth Subscription Plan includes:
	
	 • general system access to Analytics Platform with the following features included:
	     ○ Whitelabeling for one domain
	     ○ Lifecycle Management for up to 100 Workspaces
	     ○ Automated Provisioning for up to 100 Workspaces
	     ○ Workspace Restore Service for up to 10 Workspaces
	     ○ GoodSuccess for up to 100 Workspaces
	 • GoodData Growth Support
	 • option to purchase Workspaces in any Workspace Power Tier (minimum contract value requirement)
	 • option to purchase additional Workspace Customer Data Size
	 • option to purchase implementation or other Professional Services
	 • option to purchase the following Add-Ons:
	 • Whitelabeling for additional domain(s)
	 • Lifecycle Management for additional Workspaces
	 • ADS package, additional ADS storage, ADS Export
	 • Automated Provisioning for additional Workspaces
	 • Workspace Restore Service for additional Workspaces
	 • GoodSuccess for additional Workspaces

Enterprise	The Enterprise Subscription Plan includes:

- general system access to Analytics Platform with the following features included:

    - Whitelabeling for one domain

    - Lifecycle Management for up to 100 Workspaces

    - Automated Provisioning for up to 100 Workspaces

    - Workspace Restore Service for up to 10 Workspaces

    - GoodSuccess for up to 100 Workspaces

    - up to 20 DEV/TEST Standard Basic Workspaces included

- GoodData Enterprise Support

- GoodData Service Level Commitment

- option to purchase Workspaces in the available Workspace Power Tier

- option to purchase additional Workspace Customer Data Size

- option to purchase implementation or other Professional Services

- option to purchase the following Add-Ons:

    - Whitelabeling for additional domain(s)

    - Lifecycle Management for additional Workspaces

    - ADS package, additional ADS storage, ADS Export

    - Automated Provisioning for additional Workspaces

    - Workspace Restore Service for additional Workspaces

    - GoodSuccess for additional Workspaces

    - Enterprise Shield and related HIPAA/GDPR-S packages

    - Machine Learning capabilities

    - ETL monitoring

Product Features / Add-Ons

Analytics Platform

GoodData's Analytics Platform provides tools, runtimes, and storage for data ingestion, preparation, transformation, analytic queries, data visualization, and application integration. All platform capabilities are subject to the conditions and restrictions in the applicable Documentation and Platform Limits.

Agile Data Warehousing Services (ADS)

Agile Data Warehousing Services ("**ADS**") is a Customer Data staging instance. The data size in ADS is measured by the total uncompressed data stored in ADS (rounded up to the whole TB) as if such uncompressed data had been exported from the database in text format ("**ADS Data Size**"). GoodData includes all logical database entities (tables) and all derived and aggregate tables in the

measurement of ADS Data Size. ADS may only be used with the GoodData platform in accordance with the GoodData Documentation and cannot be integrated with any unauthorized third-party applications.

ADS Package

ADS package includes ADS with:

- 1TB of ADS storage in production environment ("**PROD**");

- 50GBs of ADS storage in development environment ("**DEV**"); and

- 50GBs of ADS storage in testing environment ("**TEST**").

Additional ADS Storage

Additional ADS storage for Company's ADS Data Size over the capacity specified above is available in 1TB increments, is counted separately in each environment (DEV/TEST/PROD), and cannot be shared between different customer domains.

ADS Export

Allows Company or its Users to export up to 100GB of Customer Data from the ADS per one month. Any unused portion of the 100GB export allowance expires at the end of the respective month and is not carried over to the next month.

Automated Provisioning

Enables automated provisioning of Workspaces, users, and permissions. The Automated Provisioning Add-On allows provisioning up to 100 Workspaces in one GoodData Platform Subscription.

Enterprise Shield

Managed Enterprise Shield and **Self-Service Enterprise Shield** are Add-Ons for GoodData customers who want to analyze Sensitive Personal Data in the Subscription Services, or who otherwise want GoodData to assist with their Data Product's security and compliance-related matters. These Add-Ons provide customers with additional auditing capability and access to GoodData's Protocol for managing Sensitive Personal Data, with varying levels of assistance with implementing the Protocol depending on the Add-On purchased as follows:

- **Managed Enterprise Shield**. Under this Add-On, the GoodData Professional Services team manages the initial development of the Data Product via an implementation package , and the GoodData Customer Success team handles daily maintenance and ad-hoc updates under a "Success Advisory Package". Company does not directly administer its Data Product. For any new development or major changes, Company will need to purchase additional Professional Services hours. During the applicable Subscription Services Term, GoodData remains fully responsible for the Data Product's Compliance with the Protocol subject to its compliance with the relevant Managed Enterprise Shield terms and conditions.

- **Self-Service Enterprise Shield.** Company can switch from the Managed Enterprise Shield Add-On as described above to the Self-Service Enterprise Shield Add-On once the Data Product Goes Live. Company can also start with the Self-Service Enterprise Shield Add-On if it chooses to develop its Data Product independently. In either case, once the Data Product Goes Live, Company will manage daily maintenance and ad-hoc updates, submit its Data Product for periodic Protocol reviews as described

below, and will otherwise become fully responsible for the Data Product's Compliance with the Protocol. The Enterprise Shield Add-On is applicable per one Data Product, covers up to 1000 Workspaces, and can be purchased repeatedly.

The Enterprise Shield Add-Ons come with the following restrictions and limitations:

- Self-Service Enterprise Shield customers with ADS may only use Automated Data Distribution for loading Customer Data from ADS to Workspace

- No customer code: Self-Service customers may not use CloudConnect executors (legacy technology) and may only use Ruby bricks developed by GoodData. If GoodData develops a custom Ruby brick for Company, GoodData will continue maintaining the brick as instructed by Company and subject to maintenance fees.

- During the transition period from Managed to Self-Service Enterprise Shield or initial implementation of Self-Service Enterprise Shield by the GoodData Professional Services team, Company may have access to an administrative account solely for the purposes of User and Customer Data provisioning. Prior to the completion of the transition, any modifications to Company's solution and/or its Customer Data flow by Company are strictly prohibited and GoodData disclaims any and all warranties or liability to Company if it makes any such prohibited modifications.

- Enterprise Shield customers must not use User Data Permission Filters to separate its individual Customers. Instead, individual Customers must be separated into individual Workspaces. The only acceptable use of User Data Permission Filters is a restriction of Users within a single Company's Customer.

GDPR-S Add-On

The GDPR-S Add-On, which may only be purchased if Company has the Enterprise Shield Add-On, facilitates secure and compliant processing of Special Categories of Data. The GDPR-S Add-On includes additional security and compliance safeguards on GoodData end for processing Special Categories of Data, and enables Company to execute a Data Processing Addendum which includes processing of Special Categories of Data and to upload and analyze Special Categories of Data pursuant to Article 9 of GDPR.

HIPAA Add-On

The HIPAA Add-On, which may only be purchased if Company has the Enterprise Shield Add-On, facilitates secure processing of PHI. The HIPAA Add-On includes additional security and compliance safeguards on the GoodData end for processing PHI Personal Data, and enables Company to execute a Business Associate Agreement with GoodData and upload and analyze PHI Personal Data.

GoodSuccess

The GoodSuccess Add-On gives Company access to information about usage and user adoption, engagement tracking, monitoring and analytics of up to 100 Workspaces.

Lifecycle Management (LCM)

LCM allows Company to configure and control multiple Workspaces, including the ability to release and rollout new versions of its analytics to all tenants (DEV/TEST/PROD workflow). The LCM Add-On is for up to 100 Workspaces in one Subscription and includes additional 3 Standard Basic Workspaces for service, master and development.

Machine Learning

Machine learning capabilities can be purchased as a Small, Medium, Large or Extra large package together with professional services engagement as Professional Services. Machine Learning is available only with the Enterprise Subscription plan.

Workspace

Workspaces deliver the analytics service to Company's Users. Access to and use of Workspaces are on a subscription basis. One Workspace is a basic unit and GoodData does not support multi tenancy within a single Workspace, i.e. Company shall provision at least one (1) Workspace for each of its Customers.

Free Workspace

GoodData Free Workspaces are only available with the GoodData Free Plan and are limited to: (a) Workspace Customer Data Size of up to 100MB per one (1) Workspace; (b) daily Workspace Data Upload Rate of four (4) uploads.

Workspace Data Upload Rate

Workspace Data Upload Rate means the daily average of the number of Customer Data uploads into a Workspace measured on a monthly basis.

Workspace Customer Data Size

Workspace Customer Data Size means the total size of uncompressed Customer Data stored in the Workspace database. Each Workspace comes with the Workspace Customer Data Size as specified in an Order.

Technical artifacts like indexes, projections, and caches are not included in the Workspace Customer Data Size.

Additional Workspace Customer Data Size is available in 5GB increments, which may only be distributed amongst more than one Workspace in minimum increments of 1 GB.

Workspace Power Tiers

GoodData offers several Workspace Power Tiers for Growth and Enterprise Subscription Plans corresponding to the performance capabilities specified in the Workspace Tiers Table below.

Workspace Types and Tiers Table

Workspace Power Tier	Compute Units*
Basic	12
Strong	150
Premium	300
Ultra	1500

*Compute Unit is a designation that represents the amount of compute resources consumed in the course of ETL or report computation tasks, as reported by GoodData internal monitoring.

Whitelabeling

Whitelabeling enables Company to remove certain branding elements in the GoodData platform and (optionally) replace them with branding from Company's enterprise in one domain. Company can also create its own themes to customize fonts, texts, and additional visual elements. Whitelabeling is requested through the GoodData Support portal.

Workspace Restore Service

The Workspace Restore Service Add-On allows Company to restore up to 10 Workspaces from GoodData managed backups, in accordance with GoodData's retention rules, for one domain. The Workspace Restore Service Add-On can be purchased repeatedly. Backups are available from the moment that the Restore Services are purchased.

GoodData Support

GoodData Support services for each Subscription plans are further described in the GoodData Platform Support Policies, available at: https://www.gooddata.com/support-policy-slc.

Platform Limits

All GoodData Platform Subscription Services Plans are subject to the applicable technical limits outlined in GoodData's Platform Limits, available at: https://help.gooddata.com/display/doc/Platform+Limits. The provisions relating to ADS, Data Transformation, and Workspace Loading are not applicable to the GoodData Platform Free SubscriptionPlan. Where Your usage exceeds Platform Limits, GoodData is not liable for impact on product performance and may limit Your excess usage in accordance with Platform Limits.

—

For current pricing of any product features, please, contact us directly.

Any capitalized terms not defined herein shall have the same meaning as in the respective GoodData agreement which Company agreed to and which governs its use of respective GoodData Platform Subscription Plan.

These GoodData Platform Product Specific Terms form a part of agreement between Company and GoodData. GoodData reserves the right to modify, change and update these GoodData Platform Product Specific Terms at any time, at its sole and exclusive discretion. GoodData will provide Company notice of material changes to these GoodData Platform Product Specific Terms on the GoodData Support portal. Company's continued use of the GoodData Platform Subscription Services after receiving such notice shall constitute Company's acceptance of any such changes to these GoodData Platform Product Specific Terms.

These GoodData Platform Product Specific terms do not apply to other GoodData products such as GoodData.CN or GoodData Cloud.