

GoodData Cloud Product Specific Terms

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For on-premise versions of the GoodData product (GoodData.CN) please refer here.

For purchases of legacy GoodData Cloud Professional or GoodData Cloud Enterprise Subscription Plans without “Internal Analytics” or “Embedded Analytics” attributes, GoodData Cloud Embedded Analytics Plan shall apply.

GoodData Cloud Subscription Plans	
GoodData Cloud Trial	<ul style="list-style-type: none">• 1 month access to GoodData Cloud• Up to 10 Workspaces• Up to 10 Users• FlexCache with up to 1,000 Results• Support by community in the Slack workspace
GoodData Cloud Internal Analytics Subscription Plans	
GoodData Cloud Internal Analytics - Startup	<ul style="list-style-type: none">• Access to GoodData Cloud for internal use only (no integration or embedding with Company's Data Service)• Option to purchase unlimited number of Users• Access through GoodData IAM tool exclusively available only for GoodData Cloud deployment in the United States or Company's own IAM tool*• FlexCache with up to 1,000 Results• Custom domain (URL)• Support by community in the Slack workspace
GoodData Cloud Internal Analytics - Professional	<ul style="list-style-type: none">• Access to GoodData Cloud for internal use only (no integration or embedding with Company's Data Service)

	<ul style="list-style-type: none"> • Option to purchase unlimited number of Users • Access through GoodData IAM tool exclusively available only for GoodData Cloud deployment in the United States, or Company's own IAM tool is used* • FlexCache with up to 5,000 Results • Custom domain (URL) • Option to purchase Usage Analytics Add-On • Support by community in the Slack workspace with option to escalate
GoodData Cloud Internal Analytics - Enterprise	<ul style="list-style-type: none"> • Access to GoodData Cloud for internal use only (no integration or embedding with Company's Data Service) • Option to purchase unlimited number of Users • Access through GoodData IAM tool, or Company's own IAM tool is used* • FlexCache with up to 10,000 Results (with an option to increase the number subject to purchase of a dedicated cluster) • Custom domain (URL) • Enterprise Support and Service Level Commitment • Option to set up HIPAA-compliant environment, AWS PrivateLink connection or Usage Analytics Add-On
GoodData Cloud Embedded Analytics Subscription Plans	
GoodData Cloud Embedded Analytics - Professional	<ul style="list-style-type: none"> • Access to GoodData Cloud with an option to embed the Service into Company's Data Service • Option to purchase unlimited number of Workspaces* • Up to 100 Users in GoodData IAM tool exclusively available only for GoodData Cloud deployment in the United States, or unlimited number of Users if Company's own IAM tool is used* • FlexCache with up to 5,000 Results • Custom domain (URL) • Option to purchase Usage Analytics Add-On • Support by community in the Slack workspace with option to escalate
	<ul style="list-style-type: none"> • Access to GoodData Cloud with an option to embed the Service into Company's Data Service

GoodData Cloud	<ul style="list-style-type: none"> • Option to purchase up to 100 Users in GoodData IAM tool, or unlimited number of Users if Company's own IAM tool is used*
Embedded Analytics -	<ul style="list-style-type: none"> • FlexCache with up to 10,000 Results
Enterprise	<ul style="list-style-type: none"> • Custom domain (URL) • Enterprise Support and Service Level Commitment • Option to set up HIPAA-compliant environment, AWS PrivateLink connection or Usage Analytics Add-On

*subject to the Service technical limits as further described in the Documentation. For GoodData Cloud deployment outside the United States, it is mandatory for the Company to either purchase Enterprise Subscription Plan or to bring its own IAM tool.

Product Features / Add-Ons

GoodData Cloud

GoodData Cloud is a fully managed data analytics product. It is currently available as an unpaid, time-limited Trial plan and paid Startup, Professional or Enterprise subscription plans for Internal Analytics or Embedded Analytics (“**Subscription Plan**”), as described above. Each Subscription Plan includes components and capabilities further described in the GoodData Documentation.

Data Source

Data Source means a logical object that represents the database or data warehouse where Company's multiple source data is stored. All GoodData Cloud Subscription plans include connectivity to all supported data source connectors (list available at: <https://www.gooddata.com/docs/cloud/connect-data/>).

Workspace

A Workspace is an environment where Company organizes and creates its analytics. It contains information about a data source, a logical data model, dashboards, visualizations, metrics and additional metadata. Access to and use of Workspaces are on a subscription basis. Company shall provision at least one (1) Workspace for each of its Customers (i.e. individual Customers (domains) should be separated into individual Workspaces). Each User Data Permission Filter may be assigned to 1) unlimited Users within the Company, or 2) unlimited Users within a single Company's Customer. If Company uses User Data Permission Filters to separate its individual Customers within one Workspace, each discrete Customer will be considered and charged as a separate Workspace.

User

An User means an employee, consultant, contractor, or agent who is authorized to access and use GoodData Cloud by Company.

IAM Integration

GoodData Cloud allows the Company to either connect its existing OIDC-supported identity and access management tool (“**IAM tool**”) provider or use the IAM tool offered by GoodData (except for Enterprise Subscription plans, available only for GoodData Cloud deployments in the United States region), to define Users and User access rights to GoodData Cloud components. Company acknowledges that notwithstanding its selected IAM tool and/or the region for GoodData Cloud deployment, the first User account in the Company's GoodData Cloud instance is always deployed by GoodData in the United States region. Company may purchase

additional access for Users through the GoodData IAM tool as an add-on.

AWS PrivateLink

Company may request establishing up to five connections through AWS PrivateLink into its GoodData Cloud deployment. AWS PrivateLink includes a data throughput limit of 10 TB per year. Company may purchase additional connections or data throughput as an add-on. The AWS PrivateLink add-on is only available in the GoodData Cloud Enterprise Subscription Plans.

FlexQuery and FlexCache

FlexQuery is the computational component of GoodData Cloud. FlexQuery utilizes FlexCache, an multi-tiered analytics cache. FlexCache feature includes a number of query set results ("**Result(s)**") as specified in the table above. Company may purchase additional Results for FlexCache as an add-on in the quantities of 5,000 Results. Company that requires more than 10,000 Results in its Subscription Plan needs to purchase a dedicated cluster.

HIPAA

Company processing electronic protected health information ("**ePHI**") that are subject to the Health Insurance Portability and Accountability Act of 1996 ("**HIPAA**") may request the HIPAA add-on to meet additional compliance requirements. HIPAA will be enabled on a single environment marked as "production" by Company, subject to the Company's written request and GoodData's approval thereof. The HIPAA add-on is only available in the GoodData Cloud Enterprise Subscription Plans.

Usage Analytics

Usage Analytics Add-On provides high-level information about Company's usage of Subscription Services. Usage Analytics Add-On cannot be used together with HIPAA Add-On or if the Company opts out from Usage Data collecting. Company acknowledges that notwithstanding the region for GoodData Cloud deployment, Usage Analytics feature always runs in the data center in the United States region. Usage Analytics may be affected by individual User preferences settings on User devices. If Company customizes or develops any enhancements for the Usage Analytics Add-On, GoodData does not provide a guarantee that such customized solution will remain compatible with subsequent updates or versions of the Usage Analytics Add-On or functioning if GoodData discontinues the Usage Analytics Add-On.

GoodData Support

Support Services for GoodData Cloud are further described in the GoodData Support Policy, available at: <https://www.gooddata.com/legal/#support-policy-gooddata-cloud>.

For the current pricing of any product features, please contact us at sales@gooddata.com.

Any capitalized terms not defined herein shall have the same meaning as in the respective GoodData agreement which Company agreed to and which governs Company's use of Services.

These GoodData Cloud Product Specific Terms form a part of the agreement between Company and GoodData. GoodData reserves the right to modify, change and update these GoodData Cloud Product Specific Terms at any time, at its sole and exclusive discretion. GoodData will provide Company notice of material changes to these GoodData Cloud Product Specific Terms on the GoodData Support portal. Company's

continued use of the Services after receiving such notice shall constitute Company's acceptance of any such changes to these GoodData Cloud Product Specific Terms.