

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

These Enterprise Shield Add-On Terms form a part of the Agreement between You and GoodData. GoodData reserves the right to modify, change and update these Enterprise Shield Add-On Terms at any time, at its sole and exclusive discretion. Your continued use of the Enterprise Shield Add-On as part of GoodData Services shall constitute Your acceptance of any such changes to these Enterprise Shield Add-On Terms.

1. DESCRIPTION

1.1. 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. Refer to GoodData Product Terms for additional information.

2. YOUR RESPONSIBILITIES UNDER MANAGED ENTERPRISE SHIELD

2.1. You are required to separately purchase Professional Services implementation package and/or Success Advisory services to allow GoodData to develop and maintain the Data Product.

2.2. You will not implement any changes to the Data Product beyond the customization of dashboards, reports and metrics. For any changes to the data loading and data transformation processes, You will engage GoodData personnel as described in 2.1.

2.3. When integrating the Data Product into Your environment, You will follow the applicable requirements in accordance with the Protocol. Furthermore, You should consider GoodData's recommendation with respect to the requirements of the Protocol, as well as Your internal security and compliance standards and practices, and decide whether a corrective action is needed. Sensitive Personal Data may not be shared via Scheduled E-mails and KPI Alerts.

2.4. You will at all times remain responsible for following Your own internal security and compliance processes, standards, and policies in areas outside the scope of the Data Product's implementation in accordance with the Protocol.

2.5. You assume full responsibility for the confidentiality, integrity, and availability of Your Customer Data in the Subscription Services to the extent it may be affected by Your or Your Users acts or omissions, including Your settings, configurations, or modifications to the Subscription Services, the Data Product, or any systems used to access or upload Customer Data to the Subscription Services.

3. SELF-SERVICE ENTERPRISE SHIELD INITIAL IMPLEMENTATION PROCESS

3.1. **Scenario 1.** This Section 3.1 describes the Self-Service Enterprise Shield implementation for (a) new customers who don't use ADS, and (b) current customers who do not have any Enterprise Shield Add-Ons and do not use ADS:

3.1.1. **Protocol Review.** You are responsible for the development of the Data Product in accordance with the Protocol. Prior to the Data Product's Go-Live, You must make a written request to GoodData to conduct a Protocol review as described in Section 4 and upon the completion of the Protocol review, You must correct any issues identified by GoodData such that is in Compliance with the Protocol.

3.1.2. You are responsible for maintaining such Compliance going forward per Section 6 below.

3.2. **Scenario 2.** This Section 3.2 describes the Self-Service Enterprise Shield implementation for existing Managed Enterprise Shield customers and new customers whose Data Product relies on ADS:

3.2.1. **PS Implementation Package.** GoodData will do (or has already done, as applicable) the initial development work on the Data Product subject to a separately purchased Professional Services implementation package and GoodData will deliver to You a Compliant Data Product ready for Go-Live.

3.2.2. GoodData will provide You with all credentials and access tokens necessary to manage the Data Product. Whenever possible and practical, You must change the passwords, rotate the keys and implement additional technical safeguards, such as IP whitelisting and access monitoring using the audit events API.

3.2.3. Upon delivery, You will assume responsibility for the Data Product's Compliance with the Protocol going forward subject to Section 6 below.

3.3. **Scenario 3.** This Section 3.3 describes the Self-Service Enterprise Shield implementation for existing customers who use ADS and do not have any Enterprise Shield Add-Ons:

3.3.1. **Setup Package and PS Hours.** If Your Data Product relies on ADS You will be required to purchase an Enterprise Shield "Setup Package" and Professional Services hours in order for GoodData to review the Data Product and implement any changes necessary to bring the Data Product into Compliance with the Protocol.

3.3.2. GoodData will provide You with all credentials and access tokens necessary to manage the Data Product. Whenever possible and practical, You must change the passwords, rotate the keys and to implement additional technical safeguards, such as IP whitelisting and access monitoring using the audit events API.

3.3.3. Upon delivery, You will assume responsibility for the Data Product's Compliance with the Protocol going forward subject to Section 6 below.

4. YOUR RESPONSIBILITIES UNDER SELF-SERVICE ENTERPRISE SHIELD

4.1. Under the Self-Service Enterprise Shield Add-On, You are solely responsible for the security of Your Data Product and ensuring that Your Data Product complies with all applicable laws and regulations and any internal standards, requirements or practices. You will at all times remain responsible for following its own internal security and compliance processes, standards, and policies in areas outside the scope of the Data Product's implementation in accordance with the Protocol.

4.2. You agree that before submitting any Sensitive Personal Data to the Subscription Services or allowing a Data Product to Go Live, You will perform an appropriate risk assessment to determine whether the security measures within the Data Product (as integrated with the Subscription Services) and its environment provide an adequate level of security, taking into account the nature, scope, context and purposes of the processing, the risks associated with the Sensitive Personal Data and the Applicable Data Protection Laws. Sensitive Personal Data may not be shared via Scheduled E-mails and KPI Alerts.

4.3. You assume full responsibility for the confidentiality, integrity, and availability of Your Customer Data in the Subscription Services to the extent it may be affected by Your or Your Users acts or omissions, including Your settings, configurations, or modifications to the Subscription Services, the Data Product, or any systems used to access or upload Customer Data to the Subscription Services.

5. PROTOCOL REVIEWS AND MAINTENANCE REQUIREMENTS UNDER SELF-SERVICE ENTERPRISE SHIELD

5.1. **Protocol Reviews.** Protocol reviews will be facilitated by a GoodData Customer Success Manager. Reviews will be provided to GoodData customers on a first-come, first-serve basis and must be requested in writing at least one month in advance. Reviews are estimated to take two weeks to complete provided that You make all materials, resources, and personnel necessary for the review available to GoodData in a timely manner.

5.1.1. As part of the Protocol review, GoodData will categorize Your compliance with each requirement of the Protocol as follows:

5.1.1.1. **"Fully Compliant,"** meaning that the implementation conforms to the specific requirement and no further actions are needed;

5.1.1.2. **"Partially Compliant,"** meaning that the implementation does not fully conform to the specific requirement. You should

consider GoodData's recommendation with respect to that requirement, as well as Your internal security and compliance standards and practices, and decide whether a corrective action is needed; or

5.1.1.3. **"Non-Compliant,"** meaning that the implementation does not meet the requirement and corrections must be made before the Data Product Goes Live. If You do not remediate these findings, GoodData cannot guarantee that the requirements of the applicable regulations are adequately met.

5.1.2. In addition to the Protocol review conducted during the initial implementation as described in Section 2, You may request additional Protocol reviews no more than once in any 12 month period for no additional charge. More frequent Protocol reviews must be charged against Success Advisory hours. These subsequent reviews may be planned by You at Your own discretion and must be aligned with changes to the Data Product that may potentially bring it out of Compliance.

5.2. **Protocol Compliance.** During the applicable Subscription Term, You will: (a) ensure that the Data Product Complies with the Protocol throughout the Data Product's lifecycle, and (b) monitor the GoodData Documentation portal, release notes, and service notifications and advisories.

5.3. **Failure to Comply.** If the Data Product is not in Compliance with the Protocol, then with respect to Sensitive Personal Data, GoodData will not be liable for any warranties, indemnities, or other liabilities or obligations under the Agreement that may arise during or result from any period of non-Compliance.

6. PROFESSIONAL SERVICES AND CUSTOMER SUCCESS ADVISORY HOURS

6.1. **Professional Services and Customer Success Advisory.** GoodData will have no liabilities or obligations related to or arising from these Enterprise Shield Add-On Terms if You fail to purchase or make payment for required Professional Services packages or hours, or Success Advisory hours, as described herein.

6.2. **Scope of Services.** Success Advisory services are limited to consultation and advice (including diagnostics and troubleshooting), but do not include any changes to Your production environment, implementation work, or software development conducted by GoodData personnel. You must engage GoodData's Professional Services team for any services outside the scope of Success Advisory services and purchase the requisite number of Professional Services hours.

7. SWITCHING FROM SELF-SERVICE ENTERPRISE SHIELD TO MANAGED ENTERPRISE SHIELD

7.1. You may switch from the Self-Service Enterprise Shield Add-On to the Managed Enterprise Shield Add-On throughout the duration of the Term by reaching out to Your Customer Success Manager. Additional terms and conditions and fees may apply when switching between Add-Ons and You may be required to purchase an Ancillary Services package, as suitable. GoodData's liabilities and obligations with respect to the Managed Enterprise Shield Add-On will begin only after GoodData conducts an initial Protocol review and brings the Data Product into Compliance.

7.2. If You need assistance in deploying the Data Product into production, You must switch to the Managed Enterprise Shield Add-On as described above until the Data Product Goes Live.

8. DEFINITIONS

8.1. **"Comply" or "Compliance"** (and derivatives thereof) will mean that (a) a Protocol review has been requested and completed, and (b) following a Protocol review, (i) all requirements for which the Data Product has been deemed "Non-Compliant" by GoodData have been corrected (if any); and (ii) all requirements for which the Data Product has been deemed "Partially Compliant" (if any) have been addressed. The terms "Non-Compliant" and "Partially Compliant" are defined in Section 4 above.

8.2. **"Data Product"** means Your software product or software-as-a-service solution which is integrated into, or interacts directly with, the Subscription Services.

8.3. **“Go-Live”** and derivatives thereof refer to a Data Product becoming generally available to Your Users.

8.4. **“Protocol”** means (a) the GoodData Enterprise Shield security and compliance protocol published on the GoodData Support Portal, which describes appropriate measures and safeguards with respect to a Data Product’s use of the Subscription Services in conjunction with Sensitive Personal Data based on industry standards and best practices; and (b) additional security or compliance requirements GoodData may provide specific to You. The Protocol may not include Your internal processes, controls, policies, or standards.