

MASTER SUBSCRIPTION AGREEMENT

Updated May 1, 2024

The version of this Master Subscription Agreement in effect as of the Effective Date (defined below) (together with all exhibits, schedules, statements of work and Order Forms incorporated herein, the "Agreement") governs customer's ("Customer") access to and use of any Products of Illumio, Inc. ("Illumio"). If You register for a free trial for any Product, this Agreement will also govern that free trial; provided, however, that the terms and conditions pertaining to support and maintenance, warranties, etc. will be provided on the applicable free trial Order Form. By executing an Order Form that references this Agreement, or by click-accepting a link to this Agreement, you agree to the terms of this Agreement. You represent that you have the authority to bind the applicable entity on behalf of your organization and its Affiliates.

This Master Subscription Agreement is made and entered into as of the date (the "**Effective Date**") of the relevant Order Form by and between Illumio and the party indicated on the Order Form. Certain capitalized terms are defined in Section 17 (Definitions).

1. **General.** Any licenses or grant of use rights with respect to Illumio Products require entering into an Order Form by and between Customer and Illumio, or between an Illumio-authorized channel partner and Illumio. Unless otherwise specified in the Agreement, the provisions of the Agreement will apply to all Products provided by Illumio. In addition, certain supplemental terms will apply to and govern only specific Products that are licensed, purchased or provided to Customer under the applicable Order Form (the "Supplemental Terms"), as set forth below:

Saas

On-Premises Software

Maintenance and Support Services

Professional Services

Training Services

Privacy

Security

2. **Products License and Use Rights.** Pursuant to the applicable Order Form(s) for Customer's purchase of the Saas and/or On-Premises Software, Illumio shall during the Subscription Term (a) provide Customer with the Saas either on its own servers or through a third party hosting service provider; or (b) grant Customer a nonexclusive, revocable, limited, non-transferable, non-assignable, non-sublicensable, license to install and use the On-Premises Software on servers related hardware and software owned or controlled by Customer.
3. **Fees.** In consideration for Illumio providing the Products contemplated under the Agreement, Customer will pay Illumio or an Illumio-authorized channel partner as applicable the Fees specified in the applicable Order Form in accordance with the GSA Schedule Pricelist. The Fees will be invoiced in full upon entering into the applicable Order Form or, in the case of a renewal Order Form term, upon the annual anniversary of the initial Order Form. Except as otherwise specified in any Order Form, Fees are based on Products purchased and not actual usage of the Products.. Illumio shall state separately on invoices taxes excluded from the fees, and the Customer agrees either to pay the amount of the taxes (based on the current value of the equipment) or provide evidence necessary to sustain an exemption, in accordance with FAR 52.229-1 and FAR 52.229-3. All amounts not paid when due under the Agreement will accrue interest daily (without the requirement of a notice) at a.. If Customer purchased the Products through an Illumio-authorized channel partner, all payment-related terms (including, but not limited to, pricing, invoicing, billing, payment methods and late payment charges) will be set forth in Customer's agreement directly with such channel partner and such payment-related terms will supersede any conflicting terms set forth in this Section.
4. **Customer Success and Compliance.** In Illumio's effort to continuously improve our Products and enhance the value proposition for Customer, Illumio may collect and process technical and related information in an anonymous and aggregated form about Customer's use of the Products to support and troubleshoot issues, provide Updates, analyze trends and inform our professional services and related customer success teams in their support of Customer's implementation. Illumio encourages Customer to provide feedback regarding improvements to the Products (the "**Feedback**") and hereby grants Illumio a non-exclusive, worldwide, royalty-free, sublicensable, transferable, perpetual license to use, commercialize and distribute such Feedback without restriction. Illumio may periodically, but in no event more than once per three (3) months remotely review Customer's use of the Products to support Illumio's provision of Professional Services and related customer success teams and ensure Customer's compliance with the Agreement and the applicable Order Form. On Illumio's written request Customer will provide reasonable assistance to verify such compliance. If the review reveals that Customer has underpaid Illumio, then Illumio may invoice Customer for such underpaid amount, and will work in good faith with the Customer to allow payment to Illumio for such amount in accordance with the payment terms in Section 3 (Fees).

5. Free Trials. Notwithstanding anything to the contrary in this Agreement: If Customer is using the Products for a free trial, proof of concept, evaluation, or other similar purpose (a "**Free Trial**"), such Free Trial is granted for a limited period of thirty (30) days unless Illumio provides otherwise in writing and in each case solely for the purpose of evaluating and testing the Products to determine whether to purchase a subscription for Customer's internal use. Illumio may terminate Customer's access to and use of any Free Trial at any time. Notwithstanding anything to the contrary in this Agreement, except as provided otherwise in an Order Form governing Free Trials, Free Trials are provided "as is" without guaranteed maintenance and support services, indemnification, or warranty of any kind, whether express, implied, statutory, or otherwise. Notwithstanding Section 13 (Exclusion of Damages; Limitation of Liability) or any other provision of this Agreement, Illumio's maximum aggregate liability under any Free Trial shall not exceed one thousand dollars US (\$1,000 US).
6. Ownership of Illumio Intellectual Property. As between Illumio and Customer, Illumio owns all worldwide right, title and interest in and to the Products, including all Intellectual Property Rights therein, and Customer will not obtain any ownership right, title or interest therein. No license is granted in the source code of any Products. Customer: (a) will not delete or in any manner alter the copyright, trademark and other proprietary rights notices appearing on the Products as provided to Customer by Illumio; and (b) will reproduce such notices on all authorized copies it makes of the Products. At Illumio's request and expense, Customer shall assist and cooperate with Illumio in all reasonable respects and shall execute documents and take such further action requested by Illumio to acquire, transfer, maintain, perfect and enforce Intellectual Property Rights and other legal protection for Illumio Materials arising from Professional Services.
7. Ownership of Customer Data. As between Customer and Illumio, Customer owns all worldwide right, title and interest in and to all Customer Data, and Illumio will not obtain any ownership right, title or interest therein. Customer hereby grants to Illumio a non-exclusive, worldwide, royalty-free, non-transferable (except as otherwise provided herein) right to access and use Customer Data as is necessary to provide the Products hereunder during the Subscription Term. The use of Customer Data for the purpose of training Artificial Intelligence/Machine Learning (AI/ML) models and systems is prohibited without explicit written authorization from the Federal agency contracting officer.
8. Restrictions. Customer will at all times provide Illumio with good faith cooperation and assistance and make available such information and personnel as may be reasonably required by Illumio in order to provide Customer with the Products. Customer: (a) will ensure that its Authorized Users comply with the terms and conditions of the Agreement, including the applicable Order Form; (b) will promptly notify Illumio of any suspected or alleged breach of the Agreement; and (c) will cooperate in good faith with Illumio with respect to: (i) any investigation by Illumio of any suspected or alleged breach of the Agreement; or (ii) any action by Illumio to enforce the terms and conditions of the Agreement. Illumio may suspend or terminate any Authorized User's access to Products without prior notice to Customer in the event that Illumio reasonably determines that such Authorized User has breached the Agreement. Customer will, at all times, be responsible for all actions taken under an account of any Authorized User. Customer is responsible for the security of each Authorized User's credentials and will not share (and will instruct each Authorized User not to share) such credentials with any other person or entity or otherwise permit any other person or entity access to or use of the Products. Customer has no right to and will not transfer, sublicense or otherwise distribute the Products to any third-party. Except as necessary to maintain standard backups or archival systems as part of Customer's ordinary IT practices specified in corporate policies, Customer will not copy the Products in whole or in part. Customer will not: (1) modify or lease, lend or rent the Products; (2) make the Products available on a service bureau, time sharing, rental, application services provider, hosting or other computer services basis to third parties; or (3) otherwise make the functionality of the Products available to third parties. Customer acknowledges that the Products constitute and contain trade secrets of Illumio and its licensors, and agrees that in order to protect such trade secrets and other interests neither Customer nor its Representatives will disassemble, decompile or reverse engineer the Products. Customer will not publish or use for any external purposes any reports or copies of the Product user interface that are generated either by, or for, Customer through use of the Products, without the express written permission of Illumio. Customer's rights in the Products are limited to those expressly granted to Customer, and Illumio reserves all rights and licenses in and to the Products not expressly granted herein.
9. Confidentiality.
 - (a) The party receiving Confidential Information ("**Recipient**") agrees: (i) to maintain the Confidential Information of the party disclosing such information ("**Discloser**") in strict confidence; (ii) not to disclose such Confidential Information to any third parties; and (iii) not to use any such Confidential Information for any purpose other than to exercise its rights or perform its obligations under the Agreement. Recipient will treat Confidential Information of the Discloser with the same degree of care as it accords to its own Confidential Information, but in no event with less than reasonable care. Recipient may disclose the Confidential Information of Discloser to its directors, officers, employees, Authorized Users and subcontractors (collectively, "**Representatives**"), who have a bona fide need to know such Confidential Information; provided that each such Representative is bound by a legal obligation as protective of the other party's Confidential Information as those set forth herein; and provided further, that Recipient is responsible for any breach of their Representatives' confidentiality obligations under this Agreement.
 - (b) The obligations of Recipient under Section 8(a) will not apply to any Confidential Information that: (i) is now or hereafter becomes generally known or available to the public, through no act or omission on the part of Recipient (or any of its Representatives, Affiliates, or agents) or any third-party subject to any use or disclosure restrictions with respect to such Confidential Information; (ii) was known by or lawfully in the possession of Recipient, prior to receiving such information from Discloser without restriction as to use or disclosure; (iii) is rightfully acquired by Recipient from a third-party who has the right to disclose it and who provides it without restriction as to use or disclosure; or (iv) is independently developed by Recipient without access, use or reference to any Confidential Information of Discloser.
 - (c) The provisions of Section 8(a) will not restrict Recipient from disclosing Discloser's Confidential Information to the extent required by any law enforcement agencies or regulators or compelled by a court or administrative agency of competent jurisdiction; provided that, to the

extent permissible under law, Recipient uses reasonable efforts to give Discloser advance notice of such required disclosure as appropriate in order to enable Discloser to prevent or limit disclosure. Illumio recognizes that Federal agencies are subject to the Freedom of Information Act, 5 U.S.C. 552, which may require that certain information be released, despite being characterized as "confidential" by the vendor.

- (d) Upon termination or expiration of the Agreement or Maintenance and Support Services, Recipient will promptly return to Discloser or, at Discloser's option, destroy all tangible items and embodiments containing or consisting of Discloser's Confidential Information and all copies thereof and provide written certification of such return or destruction by an authorized person.
 - (e) Reserved
10. Third Party Components. The Products include third party software components, including open source software components under license from third parties (the "Third Party Components"). Additional information regarding the Third Party Components is available online at <https://product-docs-repo.illumio.com/Tech-Docs/Core/24.2/Getting+Started/out/en/illumio-core-open-source-licensing-disclosures.html>.
11. Indemnification.
- (a) Subject to Section 10(c) hereof, Illumio will have the right to intervene to defend, indemnify and hold Customer harmless from and against any damages, costs and expenses (including reasonable attorneys' fees and other professional fees) that are awarded against Customer in a final non-appealable judgment or that are agreed to in settlement of a third party claim that Customer's use of the Products infringe or misappropriate any U.S. patent, copyright or trade secret of such third-party. Illumio's obligations under this Section will not apply to the extent any claim results from, or is based upon, (i) any combination, operation or use of the Products with any product, system, device, method or data not provided by Illumio, if such claim would have been avoided but for such combination, operation or use; or (ii) Customer's or an Authorized User's use of the Products other than in accordance with the Agreement and the Documentation. Nothing contained herein shall be construed in derogation of the U.S. Department of Justice's right to defend any claim or suit brought against the U.S. pursuant to its jurisdictional statute 28 U.S.C. § 516. THE FOREGOING PROVISIONS OF THIS SECTION SET FORTH ILLUMIO'S SOLE AND EXCLUSIVE OBLIGATIONS, AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES, WITH RESPECT TO INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY RIGHTS OF ANY KIND BY THE PRODUCTS OR ANY USE THEREOF.
 - (b) Reserved.
 - (c) As a condition to the parties' respective obligations under this Section, the party seeking indemnification (the "**Indemnitee**") will: (i) promptly notify the other party (the "**Indemnitor**") of the claim for which it is seeking indemnification; (ii) grant the Indemnitor sole control of the defense and settlement of the claim; and (iii) provide the Indemnitor, at the Indemnitor's expense, with all assistance, information and authority reasonably required for the defense and settlement of the claim. The Indemnitee has the right to retain counsel, at its expense, to participate in the defense or settlement of any claim. The Indemnitor will not be liable for any settlement or compromise that the Indemnitee enters into without the Indemnitor's prior written consent.
 - (d) In the event the Indemnitee invokes the Indemnitor's obligations under this Section 10, the Indemnitor may (i) contest the claim; (ii) obtain the applicable claimant's permission for the Indemnitee's continued access and use of the Products or data in question; (iii) avoid the claim by replacing or modifying the Products or data in question with a substantially similar equivalent; (iv) or if in the Indemnitor's commercially reasonable judgement the foregoing are infeasible, then the Indemnitor may with ninety (90) days' prior notice terminate the Products in question and provide Customer a pro-rata refund of prepaid subscription Fees for the remainder of the Subscription Term after the effective date of termination.
12. Warranty; Disclaimers. Illumio warrants (the "**Warranty**") that, for the Subscription Term, the Products purchased by Customer in such Order Form and deployed by Customer in its production environment according to the Licensed Configuration will materially conform to the Documentation. In the event Customer experiences a non-conformity, Customer will submit a support request referencing this Warranty (a "**Warranty Claim**") to which Illumio will respond pursuant to the Maintenance and Support Services Supplemental Terms. In the event such non-conformity persists without relief for more than sixty (60) days after Illumio's receipt of a Warranty Claim, then Customer may terminate the affected Products and Illumio will provide Customer a pro-rata refund of any prepaid subscription Fees for the remainder of the Subscription Term after the effective date of termination. This warranty will not apply to any non-conformity due to a modification or defect in a Product that is caused by any person other than Illumio or under Illumio's direction. This Section 11 provides Customer's sole and exclusive rights and remedies, and Illumio's sole and exclusive liability, in connection with the Warranty.
13. Exclusion of Damages; Limitation of Liability. In no event will either party be liable to the other party for any indirect, incidental, exemplary, punitive or consequential damages (including without limitation loss of use, data, business or profits) or for the cost of procuring substitute products arising out of or in connection with the Agreement or the use, operation or performance of the Products, whether such liability arises from any claim based upon contract, warranty, tort (including negligence), product liability or otherwise, and whether or not a party has been advised of the possibility of such loss or damages (the "**Exclusion of Damages**"). The total aggregate liability of either party arising under the Agreement, from all causes of action and all theories of liability, will not exceed the amounts paid to Illumio by Customer in the twelve (12) month period preceding the claim or action giving rise to any liability (the "**Limitation of Liability**"). The Limitation of Liability shall not apply to: (a) a party's indemnification obligations under Section 10 (Indemnification); (b) breach of a party's confidentiality obligations under Section 8 (Confidentiality); or (c) infringement by a party of the other party's Intellectual Property Rights. The parties expressly acknowledge and agree that Illumio has set its Fees and entered into this Agreement in part in reliance upon the Exclusion of Damages and Limitations of Liability specified herein, which allocate the risk between Illumio and Customer and form a basis of the bargain.
14. Data Processing. To the extent the engagement governed by the Agreement entails the processing of personal data, such processing is governed

by the Privacy Supplemental Terms, unless Illumio already has a signed data processing agreement with Customer for such Products; in which case, the signed version governs the processing of personal data.

15. Subscription Term and Termination. Subject to Customer's compliance with the terms and conditions of the Agreement, this Agreement will be in effect for as long as Customer is licensed to use any Product pursuant to an active Order Form (the "**Subscription Term**").

. For the avoidance of doubt, termination of an Order Form (or any discrete Products within an Order Form) shall not affect any other Products that Customer has purchased under the same or any other Order Form(s). Customer shall be liable for payment of all Fees up to the effective date of termination (for Illumio's uncured material breach) for (a) any completed, partially completed Professional Services; (b) reserved; (c) any non-refundable travel costs including visa costs and related expenses in accordance with FAR 31.205-46 and the Federal Travel Regulation (FTR). Upon termination of any Order Form or part thereof before end of the Subscription Term, Illumio will, within thirty (30) days of the effective date of termination, provide Customer a pro-rata refund of prepaid subscription Fees for the remainder of the Subscription Term after the effective date of termination. Upon any termination or expiration of this Agreement for any reason, all licenses granted to Customer in this Agreement and in all Order Forms will terminate immediately and: (i) Customer will (1) immediately cease use of the Products and (2) promptly return to Illumio the On-Premises Software and Documentation and all copies and portions thereof, in all forms and types of media; and (ii) Customer will provide Illumio with an officer's written certification, certifying to Customer's compliance with the foregoing. The rights and obligations of Illumio and Customer contained in Sections 3 (Fees), 4 (Customer Success and Compliance), 5 (Ownership of Illumio Intellectual Property), 8 (Confidentiality), 10 (Indemnification), 12 (Exclusion of Damages; Limitation of Liability), 13 (Data Processing), 14 (Subscription Term and Termination), 15 (Affiliates), 16 (Miscellaneous) and 17 (Definitions) will survive the expiration or termination of this Agreement.

16. Affiliates. Affiliates of Customer may purchase Products by executing an Order Form referencing the then-existing Agreement by and between Customer and Illumio, provided that the terms and conditions of such Agreement shall govern all such Order Forms and such Affiliate complies with such terms and conditions. Customer shall be responsible and remain liable for the performance of any obligations of the Affiliate in connection with any Order Form executed by such Affiliate, except that an Affiliate may enter into a separate Agreement with Illumio, in which case Customer shall not be responsible or liable for the performance of such obligations.
17. Miscellaneous. The Products are "commercial items" (FAR 2.101), consisting of "commercial computer software" and "commercial computer software documentation" (FAR 12.212 and DFARS 227.7202). If the Products are being acquired by or on behalf of the U.S. Government then, as provided in FAR 12.212 and DFARS 227.7202-1 through 227.7202-4, as applicable, the U.S. Government's rights in the Products will be only those specified in the Agreement. The Agreement will be governed by and construed in accordance with the Federal laws of the United States. The parties expressly agree that the United Nations Convention on Contracts for the International Sale of Goods will not apply. Neither party may assign or transfer the Agreement by operation of law or otherwise without the other party's prior written consent except (a) in the case of a merger, acquisition, reorganization, sale of substantially all assets or equity, or (b) to such party's Affiliate. Except as expressly set forth in the Agreement, the exercise by either party of any of its remedies under the Agreement will be without prejudice to its other remedies under the Agreement or otherwise. Illumio may use Customer's name on its website and in its promotional materials to state that Customer is a customer of Illumio and a Product user to the extent permitted by the General Services Acquisition Regulation (GSAR) 552.203-71. Customer agrees to serve as a reference customer of Illumio and shall cooperate with Illumio's reasonable marketing and referencing requests. All notices or approvals required or permitted under the Agreement will be in writing and delivered by confirmed facsimile transmission, by overnight delivery service, or by certified mail, and in each instance will be deemed given upon receipt. All notices or approvals will be sent to the addresses set forth in the applicable Order Form or to such other address as may be specified by either party to the other in accordance with the Agreement. The failure by either party to enforce any provision of the Agreement will not constitute a waiver of future enforcement of that or any other provision. Any waiver, modification or amendment of any provision of the Agreement will be effective only if in writing and signed by authorized representatives of both parties. In accordance with GSAR Clause 552.212-4(f), Neither party will be responsible for any failure or delay in its performance under the Agreement (except for any payment obligations) due to causes beyond its reasonable control, including, but not limited to, labor disputes, strikes, lockouts, shortages of or inability to obtain labor, energy, raw materials or supplies, war, terrorism, riot, trespass, theft or other criminal acts, pandemic, acts of God or governmental action ("Force Majeure"). In the event any of the provisions of the Agreement are found by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the validity, legality, and enforceability of the remaining provisions shall not be affected, and such remaining provisions shall remain in full force and effect. Customer acknowledges that Illumio's Products are subject to U.S. Export Administration Regulations ("**EAR**") and agrees to comply fully with all relevant export laws and regulations, including those of the United States to ensure that no Products are: (a) exported or re-exported directly or indirectly in violation of such export laws; or (b) used for any purposes prohibited by such export laws, including but not limited to nuclear, chemical or biological weapons proliferation. Customer represents and warrants that it is not located in, and will not use Illumio's Products in connection with, any country subject to U.S. export restrictions (currently including Cuba, Iran, North Korea, Syria, and the Crimea, Donetsk, and Luhansk Regions of Ukraine). The Agreement is the complete and exclusive understanding and agreement between the parties regarding its subject matter, and supersedes all proposals, understandings or communications between the parties, oral or written, regarding such subject matter. In the event of a conflict between the terms and conditions of this Agreement and any other document pertaining to the Products or Services hereunder (including without limitation any underlying Intellectual Property Rights), this Agreement will control unless by a duly executed Order Form or amendment the parties expressly set forth the specific provisions mutually agreed to control. The parties to the Agreement are independent contractors and the Agreement will not establish any relationship of partnership, joint venture, employment, franchise, or agency between the parties. Neither party will have the power to bind the other or incur

obligations on the other's behalf without the other's prior written consent. Any additional, supplemental or varying terms in any other Customer purchase order or similar document will be disregarded and have no effect.

18. **Definitions.** Certain capitalized terms used herein will have the definitions ascribed thereto as set forth below:

"Affiliate" means, with respect to a party to the Agreement, any entity that directly or indirectly controls, is controlled by or is under common control with such party. For purposes of this definition, **"control"** shall mean the possession, directly or indirectly, of the power to direct or cause the direction of management or policies (whether through ownership of securities or other ownership interests, by contract or otherwise).

"Authorized User" means any individual who has been authorized in accordance with the terms of the Agreement to access and use the Products.

"Confidential Information" means any technical or business information, ideas, materials, know-how or other subject matter that is disclosed by one party to the other party that: (a) if disclosed in writing, is marked "confidential" or "proprietary" at the time of such disclosure; (b) if disclosed orally, is identified as "confidential" or "proprietary" at the time of such disclosure, and is summarized in a writing sent by the Discloser to the Recipient within thirty (30) days after any such disclosure; or (c) under the circumstances, a person exercising reasonable business judgment would understand to be confidential or proprietary. "Confidential Information" of Illumio includes Illumio Materials.

"Customer Data" means any and all data used by Customer or its Authorized Users in connection with the Products (but excluding any personal data regulated by the Data Protection Law).

"Data Protection Law" means the General Data Protection Regulation (Regulation (EU) 2016/679), the California Consumer Privacy Act (Cal. Civil Code§ 1798.100 et seq.), or the equivalent data protection regulation under the jurisdiction and law provided under Section 16 (Miscellaneous).

"Documentation" means the standard user documentation that Illumio delivers to Customer with the Products.

"Error" refers to any material error or defect in the Products that causes substantial nonconformance in all material respects with its applicable Documentation.

"Error Corrections" means patches and bug fixes for the Products developed by Illumio in connection with any Errors.

"Fees" means the fees payable for the Product as indicated in the Order Form.

"Illumio Materials" means: (a) the standard application programming interface or configuration and related materials identified and provided by Illumio for and with the applicable Product; (b) any separately downloadable configuration file, add-on, technical add-on, module, command, function or application that extends the features or functionality of the Products; and (c) all software, tools, utilities, technology, processes, inventions, devices, methodologies, specifications, documentation, data, inventions, works of authorship and other innovations of any kind, including, without limitation, any improvements or modifications to the Products, that Illumio or its personnel working for or through Illumio, may make, conceive, develop or reduce to practice, alone or jointly with others, in the course of performing the Professional Services or as a result of the Professional Services, including all Intellectual Property Rights therein.

"Intellectual Property Rights" means patent rights (including without limitation patent applications and disclosures), copyrights, trademarks, trade secrets, know-how, any goodwill related to any of the foregoing, and any other intellectual property rights recognized in any country or jurisdiction in the world.

"Licensed Configuration" means the permitted type and quantity of workloads, nodes, clusters, memory, equipment and locations, as applicable, for the use of the Products, as specified in an Order Form.

"Maintenance and Support Services" means the maintenance and support services provided by Illumio and paid for by Customer under the Agreement, in accordance with Illumio's then-current Maintenance and Support Services program set forth in the Maintenance and Support Services Supplemental Terms.

"On-Premises Software" means the software Product specified in the applicable Order Form, in executable code form, including any Error Corrections, Updates and customizations provided by Illumio to Customer under the Agreement, and including the Documentation.

"Order Form" means a written order form referencing this Agreement by which Customer purchases any Product.

"Products" means the SaaS and the On-Premises Software (together, as the software and services constituting the Illumio subscription service, the **"Platform"**); Illumio Materials; Maintenance and Support Services; Professional Services and the Training Services; and any Updates, Upgrades, releases, fixes, enhancements or modifications thereto.

"Professional Services" means the professional services provided by Illumio under this Agreement and the Order Form.

"SaaS" means the hosted Product offering specified in the Order Form to which Customer acquires rights to access and use and including the Documentation.

"Scope Document" means the document that is provided with and becomes part of the Order Form and which defines, sometimes in conjunction with a Service Description, the Professional Services or Training Services to be provided.

"Security Incident" means an event where Confidential Information or Customer Data is reasonably suspected to have been improperly accessed, altered, disclosed or destroyed.

"Service Description" means pre-defined descriptions of services found at <http://www.illumio.com> as of the effective date of the Order Form which in conjunction with a Scope Document defines the Professional Services and/or Training Services to be provided and becomes part of the Order Form.

"Services" means the Saas, the Professional Services, the Training Services and the Maintenance and Support Services, to the extent each is provided to Customer by Illumio.

"Training Services" means the training services provided by Illumio under this Agreement and the Order Form.

"Update" means Error Corrections, minor enhancements and extensions or other changes to the Products that are generally made available by Illumio at no additional cost to Customer as part of qualifying Maintenance and Support Services, provided that "Update" shall not include Upgrade.

"Upgrade" means a major enhancement to or new version of the Products that provides substantially new, enhanced or different features or functions.

Exhibit A

Supplemental Terms - Saas

The following Supplemental Terms will apply to and govern Customer's use of the Saas, as applicable. The terms and conditions herein are incorporated into the Agreement by this reference. Capitalized terms not defined herein will have the meaning set forth in the Agreement.

Customer Obligations

Customer acknowledges and agrees that Customer's use of the Saas is dependent upon access to telecommunications and internet services. Customer is solely responsible for acquiring and maintaining all telecommunications and internet services and other hardware and software required to access and use the Saas, including, without limitation, any and all costs, fees, expenses, and taxes of any kind related to the foregoing. Illumio will not be responsible for any loss or corruption of data, lost communications, or any other loss or damage of any kind arising from any such telecommunications and internet services.

Customer Data

Customer will provide Customer Data to Illumio in such format and by such method as agreed to by the parties in the Order Form. Customer acknowledges and agrees that Customer and Customer's Authorized Users' use of the Saas are conditioned upon Customer's provision of Customer Data to Illumio in accordance with the foregoing. To the extent Illumio stores any Customer Data, Illumio shall follow its standard archival procedures for the storage of Customer Data. In the event of any loss or corruption of Customer Data, Illumio shall follow physical, technical and organizational measures designed to restore the lost or corrupted Customer Data from the latest backup of such Customer Data maintained by Illumio. With respect to the processing of Customer Data, Illumio will comply with the Privacy supplemental terms under Exhibit F and the Security supplemental terms under Exhibit G.

Exhibit B

Supplemental Terms - On-Premises Software

The following Supplemental Terms will apply to and govern Customer's use of the On-Premises Software. The terms and conditions herein are incorporated into the Agreement by this reference. Capitalized terms not defined herein will have the meaning set forth in the Agreement.

Customer Obligations

Customer acknowledges and agrees that Customer's use of the On-Premises Software is dependent upon access to Customer's internal IT systems as well as external telecommunications and internet services. Customer is solely responsible for acquiring and maintaining its internal IT systems as well as all telecommunications and internet services and other hardware and software required to access and use the On-Premises Software, including, without limitation, any and all costs, fees, expenses, and taxes of any kind related to the foregoing. Illumio will not be responsible for any loss or corruption of data, lost communications, or any other loss or damage of any kind arising from Customer's internal IT systems, telecommunications or internet services.

Illumio Access

For the purpose of implementing the On-Premises Software on Customer's servers, Illumio may require access to Customer's servers and systems where the On-Premises Software is to be installed, and Customer will grant access to Illumio for such limited purpose as long as Illumio complies with Customer's security requirements. Upon completion of the implementation, Customer will be responsible for removing all credentials granted to Illumio in connection with such implementation.

Exhibit C

Supplemental Terms - Maintenance and Support Services

The following Supplemental Terms will apply to and govern Customer's receipt of Maintenance and Support Services. The terms and conditions herein are incorporated into the Agreement by this reference. Capitalized terms not defined herein will have the meaning set forth in the Agreement.

Maintenance and Support Services

During the Subscription Term and to the extent set forth in the applicable Order Form, Customer will receive 24/7 support for all maintenance releases and Updates via its support website, email and telephone. Customer should reach out to technical support for assistance in identifying and verifying the causes of suspected Errors in the Product and for existing workarounds for identified Errors. Illumio will work directly with a Customer's designated internal support liaisons. It is Customer's responsibility to ensure that these individuals are properly trained to use the Product. In order for Illumio to effectively resolve any issues, Customer will provide reasonable access to all necessary personnel to answer relevant questions. On request, Customer will provide access for online diagnostics of the Product during Error diagnosis. Customer will promptly implement all Updates and Error Corrections provided by Illumio to resolve an Error. Illumio's support obligation with respect to any Product is limited to the current and prior production release for such Product.

Updates

Illumio will notify Customer of maintenance releases and Updates as they are made available. This is done at no additional charge to Illumio's customers. Illumio has the sole discretion for the timing and availability of any and all maintenance releases and Updates. Updates may be made available for the On-Premises Software by downloading from Illumio support website. [↓](#)

Error Corrections

Illumio will use reasonable efforts to correct any reproducible programming Error in the Product attributable to Illumio with a level of effort commensurate with the severity of the Error. Customer will notify Illumio of such Errors and will provide Illumio with enough information to reproduce the Error(s). Illumio is only responsible for Errors that it can reproduce on Products as delivered to Customer without modification.

Portal

Illumio's online support portal provides access to releases, Illumio Materials, Documentation, knowledge base articles, trouble-shooting reports and other additional information.

Contacts

Email: support@illumio.com

Phone: 1-888-631-6354

Response Time

Illumio will provide an initial response to support requests based on designated priority as provided in the Order Form.

Exhibit D

Supplemental Terms - Professional Services

The following Supplemental Terms are effective as of the effective date of the relevant Order Form and are entered into by and between Illumio and Customer and will apply to and govern the Professional Services provided to Customer; which are further detailed in Exhibit I below. The terms and conditions herein are incorporated into the Agreement by this reference. Capitalized terms not defined herein will have the meaning set forth in the Agreement.

Professional Services

Illumio will provide those Professional Services as further defined by the specific Service Descriptions and/or Scope Documents in accordance with the Order Form and these Supplemental Terms. Illumio may use third-party contractors to perform Illumio's duties. Illumio will be responsible for the performance of the Professional Services of such third-party contractors to the same extent as for its own employees. If any Professional Services, in whole or in part, cannot be provided by Illumio due to a Customer-controlled issue and Customer fails to provide Illumio with reasonable advance notice, the time spent or allocated by Illumio personnel on such Professional Service will be charged to Customer. Any deliverables or work products provided by Illumio to Customer prior to entering into an applicable Order Form or a change request are the sole property and Confidential Information of Illumio and shall be governed by the terms of the Agreement. If no Order Form is completed, all work product and deliverables must be returned or deleted and must not be used.

Customer Obligations

Customer will make the necessary arrangements to allow Illumio to perform the Professional Services. Customer shall provide and make available all Customer personnel that Illumio reasonably requires in connection with performance of the Professional Services and as may be further addressed in an applicable Order Form. If the Professional Services are performed at Customer's site, Customer agrees to provide necessary access to its site including appropriate access to Customer premises, computer systems and other facilities. Customer shall appoint a contact person with the authority to make decisions and to supply Illumio with any necessary or relevant information expeditiously. Customer shall ensure to have all necessary license rights including third-party license rights required to allow Illumio to perform the Professional Services.

Change Requests

Either party can request changes to the Professional Service. Illumio is not required to perform under a change request prior to the parties entering into the applicable change request.

Personnel

If at any time Customer or Illumio is dissatisfied with the material performance of an Illumio or a Customer project team member, the dissatisfied party shall promptly report such dissatisfaction to the other party in writing and may request a replacement. The other party will use its reasonable discretion in accomplishing any such change (which also, in the case of Illumio, shall be subject to staffing availability).

Fees; Expenses

For performance of the Professional Services, Customer will pay Illumio the applicable Fees in arrears unless otherwise specified in the applicable Order Form. Unless otherwise specified in the applicable Order Form, upon invoice from Illumio, Customer will reimburse Illumio for all reasonable expenses incurred by Illumio while performing the Services, including without limitation, transportation services, lodging, meals and out-of-pocket expenses in accordance with Federal Travel Regulation (FTR)/Joint Travel Regulations (JTR), as applicable, Customer shall only be liable for such travel expenses as approved by Ordering Activity and funded under the applicable ordering document. Illumio will include, upon request, reasonably detailed documentation of all such expenses with each related invoice.

Exhibit E

Supplemental Terms - Training Services

The following Supplemental Terms are effective as of the effective date of the relevant Order Form and are entered into by and between Illumio and Customer and will apply to and govern the Training Services provided to Customer. The terms and conditions herein are incorporated into the Agreement by this reference. Capitalized terms not defined herein will have the meaning set forth in the Agreement.

Training Services

Illumio will provide those Training Service(s) as further defined by the specific Service Descriptions and/or Scope Documents in accordance with the Order Form and these Supplemental Terms.

Training Materials

All Training Services materials provided by Illumio for Training Services are the property of Illumio. Customer shall not duplicate such materials and may use the materials solely in conjunction with the Training Services provided by Illumio hereunder.

Delivery

An order for Training Services is valid for a period of twelve (12) months from the date of purchase (the "Delivery Period"). Customer will be invoiced in full for Training Services at the time of submission of the Order Form and expected to pay in accordance with the Agreement. Changes to an Order Form for Training Services will only be accepted in writing. If for any reason Customer wishes to reschedule Training Services, the request must be received at least three(3) business days prior to the scheduled start date for the Training Services. The Fees for the Training Services will be charged for rescheduling requests received fewer than three(3) business days prior to the scheduled start date for the Training Services. In no event will Illumio be liable for nonrefundable travel arrangements in the event of a cancellation or rescheduling. All Training Services must be registered and attended during the Delivery Period.

Miscellaneous

For on-site Training Services, Customer shall provide a classroom which will allow sufficient space to accommodate the expected number of students, will support connection to the Illumio virtual lab environment (if applicable), table space for a computer for each student, a blackboard or whiteboard for instructor use, and an LCD projector for presentations and demonstrations. If space such as a conference room is being used as a classroom, it should be located in an area that affords minimal external distractions and noise.

Supplemental Terms - Privacy

The following Supplemental Terms are effective as of the effective date of the relevant Order Form and are entered into by and between Illumio and Customer and will apply to and govern the processing of personal data on behalf of Customer in connection with the delivery of the Products. Capitalized terms not defined herein will have the meaning set forth in the Agreement, except that terms such as "personal data breach", "supervisory authority", "processor", "data subject", etc. shall have the definitions specified in the Data Protection Law.

If the Customer is an Ordering Activity under GSA Schedule Contracts, it shall only be required to comply with the Federal law of the United States and expressly does not agree to comply with any provision of this Data Processing Agreement, EU Law, or law of an EU Member State that is inconsistent with the Federal law of the United States.

Introduction

Customer intends to send personal data from individuals in the EU or UK (the "**Personal Data**") as part of the data processed by Illumio on its behalf in connection with the delivery of the Products. With respect to Personal Data, Customer is the data controller and Illumio is the data processor. Each party shall strive to comply with their respective obligations with respect to Personal Data and thus agrees: (a) Illumio shall only process Personal Data upon instructions from Customer, including those in the Agreement and Customer's configuration of the Products; (b) Illumio's data centers are located in the United States and Customer hereby instructs Illumio to process Personal Data in the United States and in the European Union as needed to deliver the Products or as otherwise instructed by Customer; (c) Illumio shall ensure that persons authorized to process Personal Data are committed to a duty of confidentiality; and (d) Illumio shall implement appropriate physical, technical and organizational measures to ensure that the level of security is appropriate to the risk in the performance monitoring and the analytics processing involved in the Products.

Sub-processors

Customer acknowledges and agrees that Illumio may engage third party sub-processors to process Personal Data in connection with the provision of the Products. Provided that Customer signs up for notifications on the Illumio support portal, Illumio shall provide prior notice of any new sub-processors. After being notified, Customer will have ten (10) business days to notify Illumio in writing of any reasonable objection it has to the new sub-processor(s). Failure to notify Illumio within this time frame will be deemed approval of the new sub-processor(s). In the event Customer provides reasonable objection, Illumio will use reasonable efforts to make a change in the configuration available to avoid processing of Personal Data by such sub-processor. If Illumio is unable to make available such a change within a reasonable period of time, which shall not exceed ninety (90) days, Customer may terminate the applicable Order Form with respect to the affected Products that cannot be provided without use of the rejected sub-processor. In the event Illumio engages a sub-processor to carry out specific processing activities on behalf of Customer, Illumio shall place the same or similar obligations on such sub-processor to require appropriate technical and organizational measures to meet the requirements of the Data Protection Law. Where such additional processor fails to fulfill its data protection obligations, Illumio shall remain fully liable to Customer for the performance of that processor's obligations.

Assistance

Taking into account the nature of the processing and the role of Illumio as data processor, Illumio will use reasonable efforts to assist Customer in responding to requests by data subjects to exercise data subject rights. Accordingly, Illumio will use reasonable efforts to assist Customer in ensuring compliance with Customer's obligations under Art 32-36 of the Data Protection Law, including: (a) implementing appropriate physical, technical and organizational measures to ensure a level of security appropriate to the risk; (b) taking steps to ensure that any natural person with access to Personal Data does not process such Personal Data except on instruction; (c) notifying Customer without undue delay after becoming aware of a personal data breach; (d) assisting Customer in its data protection impact assessments, as appropriate and at Customer's expense; (e) assisting Customer in its consultation with regulators, as appropriate and at Customer's expense; and (f) supporting Customer in its role as data controller with respect to lawful requests submitted by data subjects to Customer.

Inspection

Upon receipt of Customer's written request, Illumio will make available to Customer information reasonably necessary to demonstrate compliance with the obligations in these Supplemental Terms and contribute to audits, including inspections, conducted by Customer or another auditor mandated by Customer to the extent required by law. Customer shall give Illumio at least ninety (90) days' prior written notice and promptly reimburse Illumio for expenses incurred in connection with audits conducted by Customer or a third-party auditor beyond those that Illumio already conducts, including but not limited to, time reasonably expended for such audits at Illumio's then-current professional services rates (made available to Customer upon request). Prior to commencement of work, Illumio and Customer shall mutually agree upon scope, timing, and duration of the work. Customer shall promptly notify Illumio of any non-compliance discovered during the course of any audit; and Illumio will inform Customer if it becomes aware of an instruction by Customer that, in Illumio's opinion, infringes the Data Protection Law or other applicable data protection law.

Standard Clauses

Customer acknowledges that Illumio is located in the United States and may process Personal Data from its offices and data centers located in the United States. To ensure such processing is in accordance with applicable Data Protection Law, the parties hereby enter into the standard contractual clauses below (the "Standard Clauses"). In the event the Standard Clauses become insufficient under Data Protection Law, the parties shall use reasonable efforts to utilize an alternative method of adequacy for transfer.

Customer shall in its use of the Products only process Personal Data in accordance with applicable law and shall not cause Illumio to be in violation of applicable laws. Illumio shall process Personal Data in accordance with Customer's instruction. By contracting with Illumio for the provision of the

Products, Customer (through its use and configuration of the Products and/or Services) is directing Illumio to obtain and collect certain Personal Data. For purposes of Clause 8.1(a) of the Standard Clauses, Customer instructs Illumio to: (a) process the Personal Data in accordance with the Agreement; and (b) process Personal Data initiated by Customer and its Authorized Users in their use of the Products during the Term. The parties agree that Illumio may remove or redact any commercial information and other terms not related to data protection from copies of sub-processor agreements provided to Customer pursuant to Clause 9(c) of the Standard Clauses from such agreements before providing them to Customer; and that such copies will be provided by Illumio only after its receipt of reasonably detailed written request by Customer. The parties agree that Illumio shall provide the certification of deletion of Personal Data described in Clauses 8.5 and 16(d) of the Standard Clauses only upon receipt of Customer's written request. The parties agree that all liabilities between Illumio and Customer (including Customer affiliates) will be subject to the terms of the Agreement (including but not limited to limitation of liability provisions), except that no limitations of liability will apply to any liability that Illumio may have to data subjects under the third-party rights provisions of the Standard Clauses. Subject to the preceding sentence, Customer affiliates shall be granted certain rights in relation to Illumio's obligations reserved for the benefit of Customer hereunder, and data subjects are granted third party rights under the Standard Clauses. All other third-party rights are excluded. The parties hereby agree that these Supplemental Terms supersede any conflicting or inconsistent provisions in the Agreement related to data protection and, in the event of ambiguity, these Supplemental Terms will prevail.

APPENDIX

ANNEX I

A. LIST OF PARTIES

Data Exporter	
Name:	
Address:	
Phone:	
Email:	
Role (controller/processor):	Controller
Other Identifvino Information:	

Data Importer	
Name:	Illumio, Inc.
Address:	920 De Guigne Drive, Sunnyvale, California 94085
Phone:	1-669-800-5000
Email:	privacy@illumio.com
Role (controller/processor):	Processor
Other Identifvino Information:	None

B. DESCRIPTION OF TRANSFER

Data exporter	The data exporter is the Customer legal entity named above and its Affiliates.
Data importer	The data importer is Illumio, Inc. and its Affiliates, a provider of network security product and services.
Data subjects	Natural persons who interact with the Products, which may include (but are not limited to) data exporter's employees, contractors, Authorized Users and customers as determined by data exporter.
Categories of data	<p>The data exporter may submit personal data to the Products, the extent of which is determined by the data exporter. This may include:</p> <ul style="list-style-type: none"> • device identifiers, IP addresses, firmware versions, operating system, time zone, language, MAC addresses, and other information about computing systems, applications and networks; • names, emails, age, gender, phone numbers, photographs; • information about activity on computing systems, applications and networks, including real-user monitoring; • file and communications content and metadata, antivirus and other malware statistics and files; • system logs and traffic, including URLs; and • information provided to Illumio through dashboards or portals associated with the security and firewall solutions of the Illumio Services, such as troubleshooting requests and security inquiries regarding files, systems and URLs.
Special categories of data	Not applicable
Processing operations	<ul style="list-style-type: none"> • Providing maintenance and technical support. • Providing Updates and Upgrades. • Addressing security and business continuity issues. • Analyzing and improving the Products. • Enforcing the legal terms that govern the Products. • Complying with law and protect rights, safety and property. • Other purposes requested or permitted by Customers or Authorized Users or as reasonably required to perform Illumio's business.

ANNEX II - TECHNICAL AND ORGANISATIONAL MEASURES INCLUDING TECHNICAL AND ORGANISATIONAL MEASURES TO ENSURE THE SECURITY OF THE DATA

Description of the technical and organisational measures implemented by the data importer(s) (including any relevant certifications) to ensure an appropriate level of security, taking into account the nature, scope, context and purpose of the processing, and the risks for the rights and freedoms of natural persons.

- Measures of pseudonymisation and encryption of personal data
- Measures for ensuring ongoing confidentiality, integrity, availability and resilience of processing systems and services
- Measures for ensuring the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident
- Processes for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures in order to ensure the security of the processing
- Measures for user identification and authorisation
- Measures for the protection of data during transmission
- Measures for the protection of data during storage
- Measures for ensuring physical security of locations at which personal data are processed
- Measures for ensuring events logging
- Measures for ensuring system configuration, including default configuration
- Measures for internal IT and IT security governance and management
- Measures for certification/assurance of processes and products
- Measures for ensuring data minimisation
- Measures for ensuring data quality
- Measures for ensuring limited data retention
- Measures for ensuring accountability
- Measures for allowing data portability and ensuring erasure

ANNEX III - LIST OF SUB-PROCESSORS

The controller has authorised the use of the following link: <https://www.illumio.com/legal/sub-processor-list>.

Exhibit G

Supplemental Terms – Security

The following supplemental terms are effective as of the effective date of the relevant Order Form and are entered into by and between Illumio and Customer and will apply to and govern the Security Program (as defined below). The terms and conditions herein are incorporated into the Agreement by this reference. Capitalized terms not defined herein will have the meaning set forth in the Agreement.

Security

Illumio maintains a formal security program (the “**Security Program**”), based on reasonable industry best practices, and designed to preserve the confidentiality, integrity and availability of the Platform and Customer Data.

The Security Program addresses (a) management of operational and security risk; (b) technical and administrative security measures; (c) ongoing security training for all employees; and (d) procedures for responding to and recovering from Security Incidents.

Security Incidents

Illumio will promptly notify Customer in the event of a Security Incident impacting Customer’s Confidential Information or Customer Data, using the primary support contact information Customer has provided.

Security of the Products

Illumio incorporates security principles in all aspects of the Platform’s design, development and operation. A security assessment (“**Penetration Test**”) of the product is performed at regular intervals, using independent subject-matter experts.

Information about how Illumio works with the security community to surface and address security findings in the Platform can be found in Illumio’s Responsible Disclosure Policy: <https://www.illumio.com/responsible-disclosure-policy>