TERMS OF SERVICE
for
RSA Cloud Offerings

*** IMPORTANT INFORMATION – PLEASE READ CAREFULLY ***

The Service Offering contains proprietary material and information, the use of which is subject to and expressly conditioned upon acceptance of these Terms of Service (the "Agreement"). Capitalized terms used in this Agreement are defined throughout this Agreement and in Section 1 ("Definitions").

The Agreement is a legally binding document between you (meaning the individual person or the entity that the individual represents that has purchased a subscription to the Service Offering for its internal productive use and not for outright resale) (the "Customer") and RSA (which means (i) RSA Security USA LLC, if Customer is located in the United States, Mexico or South America; (ii) the local RSA sales affiliate if Customer is located outside United States, Mexico or South America and in a country in which RSA has a local sales affiliate; or (iii) or RSA Security & Risk Ireland Limited or other authorized RSA entity as identified on the RSA quote or other RSA authorized ordering document if Customer is located outside United States, Mexico or South America and in a country in which RSA does not have a local sales affiliate. Unless the parties agree otherwise in writing, this Agreement governs Customer's use of the Service Offering, except to the extent all or any portion of the Service Offering is: (a) the subject of a separate written agreement set forth in a quotation issued by RSA; or (b) governed by a third-party licensor's terms and conditions.

By proceeding with the use of the Service Offering, or authorizing any other person to do so, you are representing to RSA that you are (i) authorized to bind the Customer; and (ii) agreeing on behalf of the Customer that the terms of the Agreement shall govern the relationship of the parties with regard to the subject matter in the Agreement and are waiving any rights, to the maximum extent permitted by applicable law, to any claim anywhere in the world concerning the enforceability or validity of the Agreement. If you do not have authority to agree to the terms of the Agreement on behalf of the Customer, or do not accept the terms of the Agreement on behalf of the Customer, immediately cease any further attempt to use the Service Offering for any purpose.

This Agreement and the Service Offering Documentation together constitute the "Agreement." For clarity, Customer's use of the Service Offering shall be governed by the Agreement.

1. DEFINITIONS.

"**Account Information**" means information about Customer that Customer provides to RSA in connection with the creation or administration of Customer's account, including names, usernames, phone numbers, email addresses, and billing information associated with Customer's account.

"**Confidential Information**" means Customer's Login Credentials, and any non-public technical, business, or other information or materials disclosed or otherwise made available by either Customer or RSA to the other party regarding the Agreement or the Service Offering, that are in tangible form and labeled "confidential" or the like or are provided under circumstances reasonably indicating confidentiality. Customer's Confidential Information does not, for purposes of the Agreement, include Customer's Content.

"**Content**" means any data, including all text, sound, video, or image files, and software (including machine images), or other information.

"**Customer's Content**" means Content uploaded into the Service Offering for processing, storage, or hosting, by Customer or by any User, but does not include (i) Third-Party Content, (ii) Account Information, or (iii) data RSA collects as specified in Section 2.3 ("Monitoring").

"**Data Processing Addendum**" means the then-current version of the RSA's Data Processing Addendum, if applicable.

"**Evaluation Service**" means any Service Offering, or a feature or functionality of a Service Offering, that RSA offers on an evaluation or trial basis. If Customer is participating in a separate RSA technical preview or beta program, then the terms of that program will apply.

"**High Risk Activities**" means workloads or applications used to control or operate activities with a likelihood of injury or death, including but not limited to controlling aircraft or other modes of human mass transportation, nuclear or chemical facilities, life support systems, implantable medical equipment, motor vehicles, weaponry systems, or any similar scenario where failure could lead to personal injury, death, or environmental damage.

"**Infringement Claim**" means any claim by a third party that the Service Offering (excluding Third-Party Products and third-party services, open source software, and Evaluation Services) infringes any patent, trademark, or copyright of that third party, or misappropriates a trade secret of that third party (but only to the extent that the infringement or misappropriation is not a result of Customer's or a User's actions), under the laws of: (a) the United States, (b) Canada, (c) European Economic Area member states, (d) Australia, (e) New Zealand, or (f) Japan, to the extent that Customer's instance of the Service Offering is provisioned in a data center located in the applicable country (e.g., the laws of Japan would control regarding an Infringement Claim based on a Service Offering instance provisioned in a data center located in Japan).

"**Intellectual Property Rights**" means all worldwide intellectual property rights, including copyrights, trademarks, service marks, trade secrets, patents, patent applications, moral rights, and all other proprietary rights, whether registered or unregistered.

"**Law**" includes any statute, ordinance, regulation, or governmental requirement, order, or decree.

"**Login Credentials**" means any passwords, usernames, authentication keys, or security credentials that enable Customer's access to and management of the Service Offering.

"**Order**" means the quotation or other ordering document that evidences Customer's purchase of a subscription to the Service Offering.

"Product Notice" means the notice by which RSA informs Customer of product-specific use rights and restrictions, warranty periods, warranty upgrades and maintenance (support) terms. Product Notices may be delivered in an Order, otherwise in writing and/or a posting on the applicable RSA website, currently located at https://www.rsa.com/standard-form-agreements/.

"**RSA Software**" means the software programs listed in RSA's commercial price list.

"**Service Description**" means the then-current version of the Service Description for the particular Service Offering.

"**Service Level Agreement**" means the then-current version of the Service Level Agreement for the particular Service Offering, found in the applicable Service Description. Certain Service Offerings may not have a Service Level Agreement.

"**Service Offering**" means the RSA cloud service offering specified in Customer's Order. "Service Offering" includes an Evaluation Service.

"**Service Offering Documentation**" means: (i) the RSA Data Processing Addendum, which is applicable to all Service Offerings, and (ii) the specific Service Description, Supplemental Terms, Support Policy, any applicable Product Notice, and/or Service Level Agreement (if any) for the Service Offering; all as revised by RSA from time to time.

"**Subscription Term**" means the initial term of Customer's authorized use of the Service Offering, as set forth in the applicable Order, together with any renewal terms (if applicable, as may be set forth in the Service Description). The initial term begins on the earlier of: (i) the date on which Customer starts using the Service Offering, (ii) the date Customer completes the registration process, (iii) the date on which RSA first provides customer with access to the Service Offering, or (iv) as otherwise specified in the Order or in the applicable Service Description. For purposes of any on-demand Service Offering, "Subscription Term" means the period during which Customer is using the Service Offering, for which Customer will be billed, as specified in the applicable Order, and as may be further defined in the Service Description. The initial Subscription Term shall automatically renew for additional Subscription Terms and at the same license quantity as stated in the Order unless RSA or Customer provides notice of non-renewal or license count reduction at least 90 days prior to end of the current Subscription Term. The renewal rate will be at the same discount (unless volumes or term have been reduced) based on the then current price list and annual price adjustments. The renewal rate shall not include one-time discounts, credit or deal registration applied to any previous Term.

"**Support Policy**" means the then-current version of the Support Policy for the particular Service Offering, as set forth in the applicable Service Description.

"**Taxes**" means any sales, VAT (value-added tax), GST (goods and services tax), use, excise, and other similar taxes (other than income taxes), export and import fees, customs duties, and similar charges imposed by any government or other authority.

"**Third-Party Claim**" means any third-party claim or demand arising from or relating to (i) Customer's Content, (ii) Customer's use of any Service Offering, including an Evaluation Service, in violation of the Agreement or (iii) Customer's combination of the Service Offering with non-RSA products or content, including any Customer Content and/or any Third-Party Content.

"**Third-Party Content**" means Content provided by a third party, that interoperates with the Service Offering, including open-source software, but that is not embedded in or required for use of the Service Offering. As an example, Third-Party Content may include an application that is listed on a marketplace or in a catalog.

"Third-Party Products and Services" means products (whether hardware, software, firmware, or otherwise) or services, where such products or services are not branded with a trademark or service mark owned by RSA or its affiliates.

"**User**" means any person who is authorized to access or use the Service Offering or Customer's Content directly under Customer's Login Credentials, and may include Customer's employees and Customer's contractors using the Service Offering for Customer's internal business purposes or as otherwise permitted by the Service Offering Documentation, but does not include any other third parties or Customer's partners or customers unless otherwise permitted by the applicable Service Description for the Service Offering.

2. THE SERVICE OFFERING.

2.1 Generally. RSA may deliver the Service Offering with the assistance of RSA's affiliates and suppliers. RSA will remain responsible to Customer for delivery of the Service Offering.

2.2 Use of the Service Offering.

2.2.1 Customer may use the Service Offering only (a) during the Subscription Term, (b) for Customer's own internal use, and (c) in accordance with the Agreement. To use the Service Offering, Customer may be required to register and set up an authorized account with Login Credentials. Customer must keep Customer registration information accurate and complete during the term of the Agreement.

2.2.2 Customer is responsible for (a) any use of the Service Offering that occurs under Customer's Login Credentials, (b) Customer's Content, and (c) Customer's Users' compliance with the Agreement. If Customer becomes aware of any User's violation of the Agreement, Customer must promptly suspend that User's access to the Service Offering. If Customer becomes aware that any of Customer's Content, or any Third-Party Content violates Section 4.1 ("General Restrictions") or Section 4.2 ("Content Restrictions"), Customer must promptly remove that Content or suspend use of that Third-Party Content. If Customer believes Customer's account has been compromised, including any unauthorized access to or use or disclosure of any Account Information or Login Credentials, Customer must notify RSA as soon as possible. Customer may not impersonate another RSA user or provide false identity information to gain access to or use the Service Offering.

2.2.3 Customer may receive software from RSA, incidental to Customer's use of the Service Offering, which must be installed in Customer's on-premises environment to enable Customer to use the Service Offering ("**Incidental Software**"). Customer may use Incidental Software only (a) in connection with Customer's use of the Service Offering, (b) during the Subscription Term, and (c) in accordance with the Agreement. If Incidental Software is subject to an accompanying license agreement, Customer must comply with the terms of that license agreement. If that software does not have an accompanying license agreement, then RSA's standard end user license agreement made generally available by RSA on its website specifically referenced in the Incidental Software section of the Service Description, applies.

2.2.4 If RSA reasonably believes a problem with the Service Offering may be attributable to Customer's Content or to Customer's use of the Service Offering, Customer must promptly cooperate with RSA to identify the source of the problem and to resolve the problem.

2.3 Monitoring. RSA monitors and collects configuration, performance, and usage data relating to Customer's use of the Service Offering: (a) to facilitate delivery of the Service Offering (such as (i) tracking entitlements, (ii) providing support, (iii) monitoring the performance, integrity, and stability of the Service Offering's infrastructure, and (iv) preventing or addressing service or technical issues); and (b) to improve RSA products and services, and Customer's experience. Customer must not interfere with that monitoring. RSA will not access Customer's Content except as reasonably necessary to provide the Service Offering, or pursuant to Section 2.8 ("Required Disclosures").

2.4 Third-Party Content. Where available, Customer may use Third-Party Content, at Customer's option. If Customer chooses to use Third-Party Content, Customer is responsible for complying with any terms that are presented to Customer when Customer accesses that Third-Party Content, including any separate fees or charges imposed by the provider of that Third-Party Content. Third-Party Content is available "AS IS" without indemnification, support (unless otherwise specified), or warranty or condition of any kind.

RSA may suspend or terminate the provision and hosting of any Third-Party Content at any time, and that suspension or termination will not be deemed a material or detrimental change.

2.5 Evaluation Use. If Customer uses any Evaluation Service, the terms of this Section 2.5 govern that use, and control over any conflicting provision of this Agreement. The term "Service Offering" includes an Evaluation Service in all provisions of this Agreement that are not in conflict with the provisions of this Section 2.5.

2.5.1 Customer may use an Evaluation Service only (a) for internal testing and evaluation or trial purposes, and (b) for a period of 30 days (unless RSA specifies otherwise) beginning on the date RSA provides Customer Login Credentials for or access to the Evaluation Service. Customer shall not access the Evaluation Service or any data or Content in the Evaluation Service after Customer's authorized use period ends.

2.5.2 Use of an Evaluation Service may be subject to additional terms from a third-party.

2.5.3 Customer may use the Service Offering Documentation provided with an Evaluation Service solely in support of Customer's authorized use of the Evaluation Service.

2.5.4 RSA will provide the Evaluation Service: (a) free of charge; (b) without support; (c) "AS IS"; and (d) without indemnification, warranty, or condition of any kind. No service level commitment will apply to the Evaluation Service.

2.5.5 The Data Processing Addendum does not apply to Customer's use of an Evaluation Service.

2.5.6 Customer must not put production data or data regulated by law or regulation into an Evaluation Service. If Customer puts that data into an Evaluation Service, Customer does so at Customer's own risk and RSA will not be responsible for the consequences of that use.

2.5.7 Certain features or functionality of a Service Offering may not be available in an Evaluation Service. Providing any Evaluation Service, or any feature or functionality in an Evaluation Service, does not constitute RSA's commitment to offer the Evaluation Service or that feature or functionality on a generally available basis.

2.5.8 RSA may modify or terminate an Evaluation Service at any time, and any modification or termination will not be deemed a material or detrimental change.

2.5.9 The aggregate liability (excluding indirect damages, for which RSA expressly disclaims all liability) of RSA, and its affiliates and suppliers, for any claim arising from Customer's use of an Evaluation Service will not exceed $1,000 USD (or the equivalent in local currency).

2.6 Open-Source Software.

2.6.1 Customer may receive open-source software when Customer uses the Service Offering or any Evaluation Service. The open-source software Customer receives, as well as open-source software that Customer may interact with when using the Service Offering and that RSA is required to disclose to Customer, is made available either (a) accompanying the Service Description, or (b) as RSA may otherwise make generally available to its customers.

2.6.2 Open-source software embedded in the Service Offering will not be deemed to be "Third-Party Content." All provisions in this Agreement applicable to the Service Offering (e.g., RSA's warranty, liability, indemnification, and other obligations) will control as between Customer and RSA over any conflicting terms set forth in any open-source software license otherwise applicable to that open-source software.

2.7 Optional Feedback. Customer may provide comments and suggestions regarding a Service Offering, but Customer is not required to do so. If Customer provides comments or suggestions, RSA may use that feedback without restriction, and Customer hereby irrevocably assigns to RSA all right, title, and interest in and to that feedback. Subject to the preceding sentence regarding any feedback Customer provides, providing any comments and suggestions does not grant RSA any rights in Customer's Content or Customer's intellectual property**.**

2.8 Required Disclosures. If RSA is required by a subpoena, court order, agency action, or any other legal or regulatory requirement to disclose any of Customer's Content, RSA will provide Customer with notice and a copy of the demand as soon as practicable, unless RSA is prohibited from doing so pursuant to applicable law. If Customer requests, RSA will, at Customer's expense,

take reasonable steps to contest any required disclosure. RSA will limit the scope of any disclosure to only the information RSA is required to disclose.

3. DATA PROTECTION AND SECURITY.

3.1 Customer is solely responsible for ensuring that the Service Offering and its security is appropriate for Customer's Content and Customer's intended use.

3.2 Customer is responsible for taking and maintaining appropriate steps to protect the confidentiality, integrity, and security of Customer's Content. Those steps include (a) controlling access Customer provides to Customer's Users, (b) configuring the Service Offering appropriately, (c) ensuring the security of Customer's Content while it is in transit to and from the Service Offering, (d) using encryption technology to protect Customer's Content, and (e) backing up Customer's Content.

3.3 Customer is responsible for providing any necessary notices to Users and obtaining any legally required consents from Users regarding their use of the Service Offering.

4. ACCEPTABLE USE.

4.1 General Restrictions. Customer must not: (a) resell or sublicense the Service Offering; (b) reverse engineer, decompile, disassemble, or attempt to discover or modify in any way the underlying source code of the software included with the Service Offering, or any part thereof; (c) use the Service Offering (i) in a way prohibited by law or that would cause Customer or RSA to be out of compliance with applicable law, (ii) to violate any rights of others, (iii) to try to gain unauthorized access to, test the vulnerability of, or disrupt the Service Offering or any other service, device, data, account, or network, (iv) to distribute spam or malware, (v) in a way that could harm the Service Offering or impair anyone else's use of it, (vi) in a way intended to work around the Service Offering's technical limitations, recurring fees calculation, or usage limits, (vii) for High Risk Activities; (viii) to create or enhance a competitive offering or for any purpose which is competitive to RSA; (ix) to conduct load, performance, or benchmark testing; (x) to attempt to use or gain unauthorized access to RSA's or to any third-party's networks or equipment; (xi) to attempt to probe, scan or test the vulnerability of the Service Offering, or a system, account or network of RSA or any of RSA's customers or suppliers; (xii) to transmit unsolicited bulk or commercial messages or intentionally distribute worms, Trojan horses, viruses, corrupted files or any similar items; or (xiii) to restrict, inhibit, interfere or attempt to interfere with the ability of any other person, regardless of purpose or intent, to use or enjoy the Service Offering or a user's network, or cause a performance degradation to any facilities used to provide the Service Offering; (d) access the Service Offering in order to (i) build a competitive product or service, or (ii) build a product using similar unique and confidential ideas, features, functions or graphics of the Service Offering; (e) use any robot, spider or other automatic device or manual process to monitor or copy portions of the Service Offering; (f) perform or fail to perform any other act which would result in a misappropriation or infringement of RSA's intellectual property rights in the Service Offering.

4.2 Content Restrictions. Customer must not upload into the Service Offering any Content that: (a) may create a risk of harm or any other loss or damage to any person or property; (b) may constitute or contribute to a crime or a tort; (c) includes any data that is illegal, unlawful, harmful, pornographic, defamatory, infringing, or invasive of personal privacy or publicity rights; (d) contains any data that Customer does not have a right to upload into the Service Offering; or (e) is otherwise prohibited as specified in the Agreement.

4.3 Uploading Content. Customer acknowledges that uploading Customer's Content to the Service Offering does not constitute a disclosure of Customer's Content to RSA and, accordingly, Section 13 (Confidential Information) does not apply to Customer's Content.

5. INTELLECTUAL PROPERTY OWNERSHIP.

5.1 Ownership of Service Offering. As between Customer and RSA, RSA owns all right, title, and interest in and to the Service Offering, Incidental Software, and any related RSA Software, including all improvements, enhancements, modifications, and derivative works of them, and all Intellectual Property Rights in all of them. This includes any information RSA collects and analyzes about Customer's use of the Service Offering pursuant to Section 2.3 ("Monitoring"). Customer's rights to use the Service Offering are limited to those expressly granted in the Agreement. No other rights are implied with respect to the Service Offering, any related RSA Software, or any related Intellectual Property Rights.

5.2 Ownership of Customer's Content. As between Customer and RSA, Customer retains all right, title and interest in and to Customer's Content and all Intellectual Property Rights in Customer's Content. RSA's rights to access and use Customer's Content are limited to those expressly granted in the Agreement.

6. ORDERS, PAYMENT, AND TAXES.

6.1 Orders Generally.

6.1.1 Customer must pay all charges Customer incurs for Customer's use of the Service Offering. Charges may consist of both a committed amount as well as additional amounts, including but not limited to charges for add-on features that Customer orders or enables, as well as charges Customer incurs based on actual usage of the Service Offering (metered charges, or "overages"). Customer must establish a method of payment to cover charges. RSA may bill Customer directly for any additional charges, even if Customer purchases its subscription(s) for the Service Offering through an RSA-authorized reseller. RSA may not require a purchase order to invoice Customer for charges.

6.1.2 All Orders are subject to the terms of the Agreement and are not binding until RSA accepts them. An Order will be deemed accepted when RSA delivers Customer's Login Credentials to the email address associated with the account, or otherwise as set forth in the Service Description. RSA is not required to provide the Service Offering to Customer until Customer provides to RSA all information RSA requires for processing Customer's Order and provisioning the Service Offering for Customer. All Orders are non-refundable and non-cancellable except as expressly provided in the Agreement. Any refunds to which Customer is entitled under the Agreement will be remitted to Customer or, if applicable, to the RSA channel partner from which Customer purchased Customer's entitlement to use the Service Offering.

6.1.3 If Customer pays for a Service Offering through a credit card, where credit card payment is available, Customer may be subject to any additional terms presented to Customer by RSA's third-party credit card payment processor, which may be the merchant of record for that transaction.

6.2 Direct Orders. Except as provided in Section 6.2.1(c), this Section 6.2 applies only to Orders directly with RSA. If Customer purchases a subscription to the Service Offering through an RSA-authorized reseller, different terms regarding invoicing, payment, and taxes may apply.

6.2.1 Unless Customer and RSA agree otherwise, (a) charges Customer incurs for using the Service Offering will be governed by the applicable price list at the time of invoicing, (b) Customer must pay all charges no later than 30 days after the date of invoice, with interest accruing thereafter at the lesser of 1.5% per month or the highest lawful rate, and (c) in respect of any renewal of Subscription Term, if Customer does not pay the renewal fees on or before the first day of the renewal term, a late payment interest of the lesser of 1.5% per month or the highest lawful rate will be imposed ("Late Renewal Fees"). If Customer purchases the renewal subscription to the Service Offering through an RSA-authorized reseller, Customer must pay any Late Renewal Fees imposed by RSA to the RSA-authorized reseller.

6.2.2 Service Offering fees are exclusive of Taxes. Customer must pay or reimburse RSA for all Taxes arising out of the transactions contemplated by the Agreement, except for taxes based on RSA's net income, gross revenue, or employment obligations. RSA shall provide Customer with a valid invoice if VAT is chargeable in respect of any amount payable under the Agreement. Customer may qualify for tax exemptions from time to time in which case RSA requests that Customer timely provide it with a valid certificate of exemption or other appropriate documentary proof of exemption. If Customer is required to pay or withhold any Tax for payments due under the Agreement, where RSA is resident in a different country than Customer, Customer must gross up Customer's payments to RSA so that RSA receives the amount it would have received if such deduction or withholding tax were not required where legally permitted. If Customer is required to pay any Taxes to a taxing authority, Customer must also provide documentation to RSA showing that Customer paid those Taxes. RSA will not be responsible to Customer for any penalties, interest or other charges arising from any act or omission by Customer with respect to tax compliance.

6.2.3 Upon notice and consent of Customer, but not more than once a year, the fees set forth in the applicable Order may be subject to an adjustment based upon increases in the most current published Consumer Price Index ("CPI") for the previous twelve-month period. The CPI will be measured as indicated in the column for Urban Wage Earners and Clerical Workers, U.S. City average (base index year 1982-1984=100) as published by the Bureau of Labor Statistics. This increase will be in additional to any other increases. Failure for Customer to consent to the CPI increase may result in a termination by RSA.

6.2.4 To ensure either party is not disadvantaged by large fluctuations in critical components, labor or supply chain, the Parties may annually review of the cumulative change in costs. If these cumulative changes are less than +5% of the pricing, since the last annual review, there will be no change to the pricing. Should the cumulative change, meet or exceed +5% since the last annual review, the pricing will change by the cumulative changes of the cost. RSA will provide 30 days' advance notice of such an expected change. This Section only applies if pricing is fixed or specified in this Order. Notwithstanding anything to the contrary, any changes not presented during the annual review are hereby irrevocably waived.

7. TEMPORARY SUSPENSION.

7.1 Generally. RSA may, at its option, suspend Customer's use of any Service Offering if: (a) Customer is in breach of the Agreement (including failure to make timely payment) and does not cure that breach within 10 days after RSA notifies Customer of that breach; (b) RSA believes that Customer's use of the Service Offering poses a security risk to the Service Offering or to other users of the Service Offering; or (c) RSA suspects fraud or abuse. Further, RSA will give Customer fifteen-day (15) notice before suspending Customer's use of the Service Offering if permitted by law or unless RSA reasonably determines that providing notice presents a risk of harm to the Service Offering, to other users of the Service Offering, or to any person or property, in which case RSA will notify Customer as soon as feasible or permitted. RSA will suspend Customer's access only to the Service Offering that is the subject of the issue giving rise to the suspension. RSA will promptly reinstate Customer's access to the Service Offering once RSA has determined that the issue causing the suspension has been resolved.

7.2 Effect of Suspension. Customer will remain responsible for all fees incurred before and during any suspension. Customer will not be entitled to any service credits under the applicable Service Level Agreement that Customer might have otherwise accrued during any suspension.

8. TERMINATION.

8.1 Generally. Customer has the right to use the Service Offering during the applicable Subscription Term. Customer may stop using a Service Offering at any time, but Customer will remain liable for all fees and charges otherwise due during the applicable Subscription Term.

8.2 Termination for Cause.

8.2.1 RSA may, at its option, terminate the Agreement effective immediately upon written notice to Customer (a) if RSA has the right to suspend under Section 7.1 ("Temporary Suspension; Generally"), (b) if Customer commits a material breach of the Agreement that cannot be cured, or (c) to comply with applicable law.

8.2.2 Either party may terminate the Agreement for cause if the other breaches the terms and fails to cure within thirty (30) days after receipt of the other party's written notice thereof for a material breach.

8.3 Termination for Insolvency. Either Customer or RSA may terminate the Agreement effective immediately upon notice to the other party if the other party: (a) becomes insolvent, admits in writing its inability to pay its debts as they mature, or makes an assignment for the benefit of creditors; or (b) becomes subject to control of a trustee, receiver, or similar authority, or to any bankruptcy or insolvency proceeding.

8.4 Effect of Termination.

8.4.1 Upon termination of the Agreement for any reason: (a) Customer must stop using the Service Offering, and (b) Customer must return or, if RSA requests, destroy, any Confidential Information of RSA or its suppliers in Customer's possession or under Customer's control (other than information that must be retained pursuant to law). Deletion of any Content remaining in the Service Offering will occur as specified in the applicable Service Description. As between Customer and RSA, Customer is responsible for ensuring that Customer has necessary copies of all Customer's Content prior to the effective date of any termination.

8.4.2 Any provision that, by its nature and context is intended to survive termination or expiration of the Agreement, will survive. The Data Processing Addendum (to the extent RSA continues to process Personal Data, as defined in the Data Processing Addendum, following any termination of the Agreement) will also survive any termination or expiration of the Agreement for so long as RSA continues to process Personal Data.

8.4.3 Except to the extent Customer is permitted to terminate the Agreement pursuant to Section 8.2 ("Termination for Cause"), or if the Agreement is terminated pursuant to Section 11.2 ("Indemnification by RSA"), any termination of the Agreement will not entitle Customer to any refunds, credits, or exchanges, and Customer will be liable for all fees incurred as of the effective termination date. If RSA terminates the Agreement prior to expiration of a Subscription Term pursuant to Section 8.2, Customer will be liable for all fees due with respect to the Service Offering for the remainder of the then-current Subscription Term.

9. SUPPORT. RSA will provide support to Customer for the Service Offering in accordance with the applicable Support Policy, and as may be further specified in the applicable Service Description. RSA will not provide any support for Customer's Content.

9.1 Personalized Support Options. Customers who pay for Enhanced Support Coverage, and who are current on payment of Maintenance Services fees, may purchase the Personalized Support Options described herein at an additional fee and as ordered in a Quote, Schedule, or Customer Purchase Order, and such personalized support options may be subject to additional terms located in a Service Brief, SOW or similar document. Personalized support options, including but not limited to single-country support, shall be priced based on the total number of users and associated license cost for a given Term.

10. WARRANTIES.

10.1 Limited Warranty: Duration and Remedy. RSA warrants that the Service Offering will perform substantially in accordance with the applicable Service Level Agreement, if any, during the Subscription Term, provided that the Service Offering has at all times been used in accordance with the Service Level Agreement and the applicable documentation for the Service Offering. If RSA fails to meet this limited warranty, Customer's sole and exclusive remedy for that failure is as specified in the Service Level Agreement.

10.2 Disclaimer. OTHER THAN THE LIMITED WARRANTY SET FORTH IN SECTION 10.1, TO THE MAXIMUM EXTENT PERMITTED BY LAW, RSA, FOR ITSELF AND ON BEHALF OF ITS SUPPLIERS, DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT, AND ANY WARRANTIES ARISING FROM COURSE OF DEALING OR COURSE OF PERFORMANCE, RELATING TO THE SERVICE OFFERING AND TO ALL MATERIALS OR SERVICES PROVIDED TO CUSTOMER UNDER THE AGREEMENT, INCLUDING ANY THIRD-PARTY CONTENT. RSA AND ITS SUPPLIERS DO NOT WARRANT THAT THE SERVICE OFFERING WILL BE UNINTERRUPTED OR FREE FROM DEFECTS OR ERRORS, OR THAT THE SERVICE OFFERING WILL MEET (OR IS DESIGNED TO MEET) CUSTOMER'S BUSINESS REQUIREMENTS.

11. INDEMNIFICATION.

11.1 Indemnification by Customer. Subject to the remainder of this Section 11.1, Customer will (a) defend RSA against any Third-Party Claim; and (b) indemnify RSA from all fines, damages, and other costs resulting from a final award, judgment, or order of a court of competent jurisdiction or a government agency arising out of a Third-Party Claim. RSA will: (i) provide Customer with notice of any Third-Party Claim within a reasonable period after learning of the claim (provided that any delay in providing the notice will relieve Customer of Customer's indemnification obligations only to the extent that the delay prejudices Customer), and (ii) reasonably cooperate in response to Customer's requests for assistance. Customer will have sole control over the defense of any Third-Party Claim. Customer may not, without RSA's prior written consent, settle any Third-Party Claim if that settlement obligates RSA to admit any liability to make any monetary payment, or to undertake any material obligation; or if that settlement would affect any Service Offering or RSA business practices or policies.

11.2 Indemnification by RSA; Infringement Claims.

11.2.1 Subject to the remainder of this Section 11.2, RSA will: (a) defend Customer against any Infringement Claim; and (b) indemnify Customer from all fines, damages, and costs resulting from a final award, judgment, or order of a court of competent jurisdiction or a government agency, with regard to any Infringement Claim. The foregoing obligations are applicable only if Customer: (i) provides RSA with notice of any Infringement Claim within a reasonable period after learning of the claim (provided that any delay in providing the notice will relieve RSA of its indemnification obligations only to the extent that the delay prejudices RSA); (ii) allows RSA to have sole control over the defense of the Infringement Claim; and (iii) reasonably cooperates in response to RSA's requests for assistance with regard to the Infringement Claim. RSA will not, without Customer's prior written consent, enter into any settlement of any Infringement Claim that obligates Customer to admit any liability to make any unreimbursed monetary payment, or to undertake any material obligation.

11.2.2 If the Service Offering becomes or in RSA's opinion is likely to become the subject of an Infringement Claim, RSA may at its option and expense: (a) procure the rights necessary for Customer to keep using the Service Offering; (b) modify or replace the Service Offering to make it non-infringing without materially reducing its functionality; or (c) terminate the Agreement and refund any prepaid fees, prorated for the remaining portion of the then-current Subscription Term.

11.2.3 RSA will have no obligation under this Section 11.2 or otherwise with respect to any Infringement Claim arising from or based on: (a) combination of the Service Offering with non-RSA products or content, including any of Customer's Content and/or any Third-Party Content; (b) use of the Service Offering for a purpose or in a manner not permitted by the Agreement, or use after RSA notifies Customer to cease such use due to a possible or pending Infringement Claim; (c) any modification to the Service Offering; (d) any modifications RSA makes to the Service Offering pursuant to instructions, designs, specification, or other information Customer provides to RSA; (e) Customer's own services (including Infringement Claims where the damages sought are based on revenues from Customer's own services); (f) any data or information Customer or a third party records on or utilizes in connection with the Service Offering; (g) any claim that relates to open source software or freeware technology, Third-Party Products, or any derivative or other adaptation thereof; or (h) any Service Offering provided on a no-charge basis.

11.2.4 This Section 11.2 states Customer's sole and exclusive remedy and RSA's entire liability for any Infringement Claims.

12. LIMITATION OF LIABILITY.

12.1 Disclaimer. TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT WILL RSA BE LIABLE FOR ANY LOST PROFITS OR BUSINESS OPPORTUNITIES, LOSS OF USE OF THE SERVICE OFFERING, OR LOSS OF CONTENT FOR ANY REASON INCLUDING POWER OUTAGES, SYSTEM FAILURES, OR OTHER INTERRUPTIONS (SUBJECT TO RSA'S OBLIGATIONS UNDER THE APPLICABLE SERVICE LEVEL AGREEMENT), LOSS OF REVENUE, LOSS OF GOODWILL, BUSINESS INTERRUPTION, OR FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES UNDER ANY THEORY OF LIABILITY, WHETHER BASED IN CONTRACT, TORT, NEGLIGENCE, PRODUCT LIABILITY, OR OTHERWISE. THIS LIMITATION WILL APPLY REGARDLESS OF WHETHER A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF THOSE DAMAGES AND REGARDLESS OF WHETHER ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

12.2 Cap on Monetary Liability. RSA'S LIABILITY FOR ANY CLAIM UNDER THE AGREEMENT WILL NOT EXCEED AN AMOUNT EQUAL TO THE TOTAL FEES PAID OR PAYABLE TO RSA FOR CUSTOMER'S USE OF THE PARTICULAR SERVICE OFFERING GIVING RISE TO THE CLAIM IN THE TWELVE (12) MONTHS PRIOR TO THE EVENT GIVING RISE TO THE CLAIM. THE LIMITATION OF LIABILITY IN THIS SECTION 12.2 WILL NOT APPLY TO (a) RSA'S INDEMNIFICATION OBLIGATIONS UNDER SECTION 11.2.1 OF THIS AGREEMENT OR (b) ANY LIABILITY WHICH MAY NOT BE EXCLUDED BY LAW.

12.3 Further Limitations.

12.3.1 RSA's suppliers have no liability of any kind under the Agreement. Customer may not bring a claim directly against any of them under the Agreement. RSA's liability with respect to any Third-Party Content used or made available as part of a Service Offering is subject to this Section 12.

12.3.2 Customer may not bring a claim under the Agreement more than eighteen (18) months after the cause of action arises.

13. CONFIDENTIAL INFORMATION.

13.1 Protection. Either party (the "**recipient**") may use Confidential Information of the other party (the "**discloser**") disclosed to it in connection with the Agreement solely to exercise its rights and perform its obligations under the Agreement or as otherwise permitted by the Agreement. Customer and RSA will each use reasonable care to protect that Confidential Information in the same manner as each party protects its own Confidential Information of a similar nature, but in any event with not less than reasonable care. The recipient may disclose the discloser's Confidential Information only to the recipient's employees, or to third parties, who have a need to know the Confidential Information for purposes of the Agreement, and who are under a duty of confidentiality no less restrictive than as specified in this Section 13. The recipient may also disclose the discloser's Confidential Information in accordance with the procedures set forth in Section 2.8 ("Required Disclosures").

13.2 Exceptions. The recipient's obligations under Section 13.1 with respect to any of the discloser's Confidential Information will terminate if the recipient can show by written records that the information: (a) was, at the time of disclosure by the discloser, already rightfully known to the recipient without any obligation of confidentiality; (b) was disclosed to the recipient by a third party who had the right to make the disclosure without any confidentiality restrictions; (c) at the time of disclosure is, or through no fault of the recipient has become, generally available to the public; or (d) was independently developed by the recipient without access to or use of the discloser's Confidential Information.

13.3 Injunctive Relief. Nothing in the Agreement limits either party's ability to seek equitable relief.

14. GENERAL.

14.1 Assignment. Customer may not assign or transfer the Agreement, in whole or in part, by operation of law or otherwise, without RSA's prior written consent. Any attempted assignment or transfer of the Agreement without RSA's consent will be void and will be a breach of the Agreement. Subject to these limitations, the Agreement will bind and inure to the benefit of the parties and their respective successors and assigns. In the event of (i) a merger of RSA with another entity, regardless of where the assigning party is the surviving party, (ii) the sale or transfer of a majority of RSA's assets, (iii) an acquisition of fifty percent (50%) or more of RSA's voting stock or other voting interests by a third party, and (iv) change in beneficial ownership of fifty percent (50%) or more of RSA's ownership equity or if an unauthorized attempted assignment occurs, RSA may assign the Agreement upon written notice to Customer.

Subject to the foregoing, this Agreement will be binding upon, enforceable by, and inure to the benefit of the parties and their respective successors and assigns.

14.2 Notices. Any notice by RSA to Customer under the Agreement will be given: (a) by email to the email address associated with Customer's account, if Customer has subscribed to this method of receiving notices, or (b) by posting on either the Service Offering portal or RSA's generally available customer access portal. Customer must direct legal notices or other correspondence to RSA's physical address of its headquarters Attention: Legal Department with a copy to legalnotices@rsa.com and/or such other address or addresses as provided by RSA to Customer.

14.3 Waiver. Waiver of a breach of any provision of the Agreement will not constitute a waiver of any later breach of that provision, or waiver of a breach of any other provision.

14.4 Severability. If any provision of the Agreement is held to be invalid or unenforceable, the remaining provisions of the Agreement will remain in force to the extent feasible.

14.5 Compliance with Laws. Customer and RSA must each comply with all laws applicable to the actions contemplated by the Agreement.

14.6 Export Control. Customer acknowledges that the Service Offering is of United States origin, is provided subject to the U.S. Export Administration Regulations (including "deemed export" and "deemed re-export" regulations), and may be subject to the export control laws of any other applicable country. Customer represents and warrants that: (a) Customer, and any User, are not, and are not acting on behalf of, (i) any person who is a citizen, national, or resident of, or who is controlled by, the government of any country to which the United States has prohibited export transactions; or (ii) any person or entity listed on the U.S. Treasury Department list of Specially Designated Nationals and Blocked Persons, or the U.S. Commerce Department Denied Persons List or Entity List, or any similar designated persons list published for the jurisdiction in which the applicable data center is located; (b) Customer, and any User, will not permit the Service Offering to be used for any purposes prohibited by law, including any prohibited development, design, manufacture, or production of missiles or nuclear, chemical, or biological weapons; (c) no Content will be classified or listed on the United States Munitions list or similar list published for the jurisdiction in which the applicable data center is located, or contain defense articles, defense services, or International Traffic in Arms Regulations (ITAR)-related data; (d) no Content will require an export license or is restricted under applicable export control laws from export to any country where RSA's or RSA's service providers maintain facilities or personnel; and (e) Customer, and any User, are not subject, either directly or indirectly, to any order issued by any agency of the United States government revoking or denying, in whole or in part, Customer's United States export privileges. Customer must notify RSA promptly if Customer or any User becomes subject to any order of that type. For purposes of sales to government entities in the United States, any Service Offering and the accompanying Service Offering Documentation are deemed to be "commercial computer software" and "commercial computer software documentation", respectively, pursuant to DFARS Section 227.7202 and FAR Section 12.212(b), as applicable. Any use, modification, reproduction, release, performing, displaying, or disclosure of any Service Offering or the Service Offering Documentation, by or for the U.S. Government will be governed solely by the terms and conditions of the Agreement, in conjunction with statutes, regulations, and the terms of the GSA Schedule, and in accordance with the provisions of Section 14.13 ("Order of Precedence"). Customer agrees to indemnify and hold RSA harmless for any liability, loss, damage, cost, expense, or penalty arising from Customer's non-compliance with the U.S. Arms Export Control Act (AECA), ITAR, or the provisions of this Section.

14.7 Force Majeure. Neither Customer nor RSA will be liable for any delay or failure to perform its obligations under the Agreement, except for Customer's payment obligations, due to any cause beyond Customer's or RSA's reasonable control including labor disputes or other industrial disturbances, systemic electrical, telecommunications or other utility failures, earthquakes, storms or other acts of nature, embargoes, riots, epidemics, pandemics, cyberattacks, acts or orders of government, acts of terrorism, or war.

14.8 Construction. The headings of sections of this Agreement are for convenience and are not for use in interpreting this Agreement. As used in this Agreement, the word "including" means "including but not limited to".

14.9 Language. The Agreement is in English, and the English language version governs any conflict with a translation into any other language.

14.10 Governing Law. This Agreement is governed by: (a) the laws of the Commonwealth of Massachusetts and the federal laws of the United States when RSA means RSA Security USA LLC; (b) the laws of the applicable country in which the applicable RSA affiliate is registered to do business when RSA means the local RSA affiliate, and (c) the laws of Ireland when RSA means RSA Security & Risk Ireland Limited. In each case, the applicability of laws shall exclude any conflict of law rules. The U.N. Convention on Contracts for the International Sale of Goods shall not apply. In the event of a dispute concerning this Agreement, Customer consents to the sole and exclusive personal jurisdiction of the courts of competency in the location where RSA is domiciled.

14.11 Third Party Rights. Other than as expressly provided in the Agreement, the Agreement does not create any rights for any person who is not a party to it, and only persons who are parties to the Agreement may enforce any of its terms or rely on any exclusion or limitation contained in the Agreement.

14.12 Independent Parties. RSA and Customer are independent contracting parties, and the Agreement will not be construed to create a partnership, joint venture, agency, or employment relationship between Customer and RSA. Neither Customer nor RSA, nor any of RSA's respective affiliates, officers, directors, or employees, is an agent of the other for any purpose, nor has the authority to bind the other.

14.13 Order of Precedence. The terms of the Agreement will supersede any conflicting or additional terms and conditions of any purchase order or other purchasing-related document issued by Customer relating to any Order for the Service Offering. In case of conflict between a Service Description and the terms of this Agreement, the Service Description shall take precedence.

14.14 Entire Agreement. The Agreement as it may be modified from time to time is the entire agreement between Customer and RSA regarding its subject matter. The Agreement supersedes all prior or contemporaneous communications, understandings, and agreements, whether written or oral, between Customer and RSA regarding its subject matter.

15. COUNTRY SPECIFIC TERMS.

15.1 United Kingdom. The terms in this subsection 15.1 apply only when RSA means the RSA sales affiliate located in the United Kingdom (currently RSA Security UK Limited):

15.1.1 Section 10.2 (Warranties - Disclaimer) is deleted and replaced with the following:

10.2 Disclaimer. Except as expressly stated in the applicable warranty set forth in this Agreement, RSA (including its suppliers) provides the Service Offering "AS IS" and makes no other express or implied warranties, written or oral, and ALL OTHER WARRANTIES AND CONDITIONS (SAVE FOR THE WARRANTIES AND CONDITIONS IMPLIED BY SECTION 12 OF THE SALE OF GOODS ACT 1979) ARE SPECIFICALLY EXCLUDED TO THE FULLEST EXTENT PERMITTED BY LAW, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND ANY WARRANTY ARISING BY STATUTE, OPERATION OF LAW, COURSE OF DEALING OR PERFORMANCE, OR USAGE OF TRADE.

15.1.2 Section 12 (LIMITATION OF LIABILITY). This Section is deleted in its entirety and replaced with:

12.1 LIMITATION OF LIABILITY AND PRESERVATION OF DATA. The entire aggregate liability of RSA (including its suppliers) under or in connection with the supply the Service Offering, whether in tort (including negligence), for breach of contract, misrepresentation or otherwise, is limited in respect of each event or a series of events: (i) to the amounts actually paid by Customer for the Service Offering which give rise to such liability during the twelve (12) month period immediately preceding the date of the cause of action giving rise to such claim; or (ii) Great British Pounds Sterling one million (£1,000,000), whichever is the greater amount. The limitation of liability in this section 12.1 will not apply to (i) RSA's indemnification obligations under section 11.2.1 of this Agreement or (ii) any liability which may not be excluded by law.

12.2 In no event shall RSA (including its suppliers) or Customer be liable to the other or any other person or entity for loss of use of the Service Offering, or loss of content for any reason including power outages, system failures, or other interruptions (subject to RSA's obligations under the applicable Service Level Agreement), loss of profits, loss of revenue, loss of use or any indirect, special, incidental, consequential or exemplary damages arising out of or in connection with this Agreement, and the use, performance, receipt or disposition of the Service Offering, even if such party has been advised of the possibility of such damages or losses. Nothing in this Agreement shall operate to exclude or restrict RSA's liability for: (a) death or personal injury resulting from negligence; (b) breach of obligations arising from section 12 of the Sale of Goods Act 1979; or (c) fraud.

12.3 CUSTOMER OBLIGATIONS IN RESPECT OF PRESERVATION OF DATA. During the Term of the Agreement, the Customer shall: 1) from a point in time prior to the point of failure, (i) make full and/or incremental backups of data which allow recovery in an application consistent form, and (ii) store such back-ups at an off-site location sufficiently distant to avoid being impacted by the event(s) (e.g. including but not limited to flood, fire, power loss, denial of access or air crash) and affect the availability of data at the impacted site; 2) have adequate processes and procedures in place to restore data back to a point in time and prior to point of failure, and in the event of real or perceived data loss, provide the skills/backup and outage windows to restore the data in question; 3) use anti-virus software, regularly install updates across all data which is accessible across the network, and protect all storage arrays against power surges and unplanned power outages with Uninterruptible Power Supplies; and 4) ensure that all operating system, firmware, system utility (e.g. but not limited to, volume management, cluster management and backup) and patch levels are kept to RSA recommended versions and that any proposed changes thereto shall be communicated to RSA in a timely fashion.

12.4 Further Limitations. RSA's suppliers have no liability of any kind under the Agreement. Customer may not bring a claim directly against any of them under the Agreement. RSA's liability with respect to any Third-Party Content used or made available as part of a Service Offering is subject to this Section 12.

12.5 Limitation period. Customer may not bring a claim under the Agreement more than eighteen (18) months after the cause of action arises.

15.1.3 Section 14 (GENERAL). Add the following as new subsection 14.15:

14.15 Each of the parties acknowledges and agrees that in entering into this Agreement, it does not rely on, and shall have no remedy in respect of, any statement, representation, warranty or understanding (whether negligently or innocently made) of any person (whether party to this Agreement or not) other than as expressly set out in this Agreement as a warranty. The only remedy available to Customer for a breach of the warranties shall be for breach of contract under the terms of this Agreement. Nothing in Section 12 shall however operate to limit or exclude any liability for fraud. No term of this Agreement shall be enforceable under the Contracts (Rights of Third Parties) Act 1999 by a person that is not a party to this Agreement. If any part of this Agreement is held unenforceable, the validity of the remaining provisions shall not be affected.

15.2 Ireland. The terms in this subsection 15.2 apply only when RSA means the RSA sales affiliate located in Ireland (currently RSA Security & Risk Ireland Limited):

15.2.1 Section 10.2 (Warranties - Disclaimer) is deleted and replaced with the following:

10.2 Disclaimer. Except as expressly stated in the applicable warranty set forth in this Agreement and the applicable exhibits, RSA (including its suppliers) provides the Service Offering "AS IS" and ALL WARRANTIES, TERMS AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED BY LAW, CUSTOMER OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES, TERMS AND CONDITIONS, OF FITNESS FOR PURPOSE, DESCRIPTION, AND QUALITY ARE HEREBY EXCLUDED TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW.

15.2.2 Section 12 (LIMITATION OF LIABILITY). This section is deleted in its entirety and replaced with the following:

12.1 RSA does not exclude or limit its liability to the Customer for death or personal injury, or, breach of obligations implied by Section 12 of the Sale of Goods Act, 1893, as amended by the Sale of Goods and Supply of Services Act, 1980, or, due to the fraud or fraudulent misrepresentation of RSA, its employees or agents.

12.2 Subject always to subsection 12.1, the liability of RSA (including its suppliers) to the Customer under or in connection with an order, whether arising from negligent error or omission, breach of contract, or otherwise ("Defaults") shall be: (i) the aggregate liability of RSA for all Defaults resulting in direct loss of or damage to the tangible property of the Customer shall be limited to damages which shall not exceed the greater of two hundred per cent (200%) of the applicable price paid and/or payable for the Service Offering, or one million euros (€1,000,000); or (ii) the aggregate liability of RSA for all Defaults, other than those governed by subsection 11.2 (i) shall be limited to damages which shall not exceed the greater of one hundred and fifty per cent (150%) of the applicable price paid and/or payable or five hundred thousand euro (€500,000). The limitation of liability in this section 12.2 will not apply to (i) RSA's indemnification obligations under section 11.2.1 of this Agreement or (ii) any liability which may not be excluded by law.

12.3 In no event shall RSA (including its suppliers) be liable to Customer for (i) loss of profits, loss of business, loss of revenue, loss of use, wasted management time, cost of substitute services or facilities, loss of goodwill or anticipated savings, loss of or loss of use of any software or data; and/or (ii) indirect, consequential or special loss or damage; and/or (iii) damages, costs and/or expenses due to third party claims; and/or (iv) loss of use of the Service Offering, or loss of content for any reason including power outages, system failures, or other interruptions (subject to RSA's obligations under the applicable Service Level Agreement); and/or (v) loss or damage due to the Customer's failure to comply with obligations under this Agreement, failure to do back-ups of data or any other matter under the control of the Customer. For the purposes of this Section 12, the term "loss" shall include a partial loss, as well as a complete or total loss.

12.4 The parties expressly agree that should any limitation or provision contained in this Section 12 be held to be invalid under any applicable statute or rule of law, it shall to that extent be deemed omitted, but if any party thereby becomes liable for loss or damage which would otherwise have been excluded such liability shall be subject to the other limitations and provisions set out in this Section 12.

12.5 The parties expressly agree that any order for specific performance made in connection with this Agreement in respect of RSA shall be subject to the financial limitations set out in sub-section 12.2.

12.6 CUSTOMER OBLIGATIONS IN RESPECT OF PRESERVATION OF DATA. During the Term of the Agreement the Customer shall:

1) from a point in time prior to the point of failure, (i) make full and/or incremental backups of data which allow recovery in an application consistent form, and (ii) store such back-ups at an offsite location sufficiently distant to avoid being

impacted by the event(s) (e.g. including but not limited to flood, fire, power loss, denial of access or air crash) and affect the availability of data at the impacted site;

2) have adequate processes and procedures in place to restore data back to a point in time and prior to point of failure, and in the event of real or perceived data loss, provide the skills/backup and outage windows to restore the data in question;

3) use anti-virus software and regularly install updates across all data which is accessible across the network; and

4) ensure that all operating system, firmware, system utility (e.g. but not limited to, volume management, cluster management and backup) and patch levels are kept to RSA recommended versions and that any proposed changes thereto shall be communicated to RSA in a timely fashion.

12.7 WAIVER OF RIGHT TO BRING ACTIONS: The Customer waives the right to bring any claim arising out of or in connection with this Agreement more than twenty-four (24) months after the date of the cause of action giving rise to such claim.

15.3 Australia. The terms in this subsection 15.3 apply only when RSA means the RSA sales affiliate located in Australia (currently RSA Security Australia Pty. Ltd.):

15.3.1 Section 12 (LIMITATION OF LIABILITY). This section is amended by the insertion of the new section 12.4, as follows:

12.4. Fair Trading Legislation. Trade Practices Legislation: RSA's liability under any statutory right or any condition or warranty, including any implied by any State Fair Trading Act or the Competition and Consumer Act 2010 is, to the maximum extent permitted by law, excluded. To the extent that such liability cannot be excluded, RSA's liability is limited at the option of RSA to any one or more of the following: (i) the replacement thereof or the supply of its equivalent; (ii) the repair thereof; (iii) the payment of the cost of replacement thereof or of acquiring its equivalent; or (iv) the payment of the cost of having such repaired.

15.4 New Zealand. The terms in this subsection 15.4 apply only when RSA means the RSA affiliate located in Ireland (currently RSA Security & Risk Ireland Limited)

15.4.1 Section 12 (LIMITATION OF LIABILITY). This section is amended by the insertion of the new section 12.4, as follows:

12.4. Fair Trading Legislation. RSA's liability under any statutory right or any condition or warranty, including any implied by the Fair Trading Act 1986 or Consumer Guarantees Act 1993 ("FTA") or any similar law is, to the maximum extent permitted by law, excluded. To the extent that such liability cannot be excluded, RSA's liability is limited at the option of RSA to any one or more of the following: (i) the replacement thereof or the supply of its equivalent; (ii) the repair thereof; (iii) the payment of the cost of replacement thereof or of acquiring its equivalent; or (iv) the payment of the cost of having such repaired.

15.5 France. The terms in this subsection 15.5 apply only when RSA means the RSA sales affiliate located in France (currently RSA Security France SAS):

15.5.1 At Section 6.2.2 of this Agreement, the following shall be added to the end of the section:

A forty (40) euro penalty will also be charged in accordance with article L441-3 of the French Commercial Code.

15.5.2 Section 12 (Limitation of Liability). This section is deleted in its entirety and replaced with the following:

12. LIMITATION OF LIABILITY. Limitations on Damages. The limitations, exclusions and disclaimers stated below apply to any and all disputes, claims, or controversies (whether in contract, tort, or otherwise) related to or arising out of the Agreement or any quote or Order ("Dispute"). The terms of this Section are agreed allocations of risk constituting part of the consideration for RSA's sale of the Service Offering to Customer and will apply regardless whether a party has been advised of the possibility of the liabilities.

12.1 Limitation on Direct Damages. Except for Customer's obligations to pay for Service Offering, Customer's violation of the restrictions on use of the Service Offering or RSA's or its Affiliates' intellectual property rights, or a party's indemnity obligation stated in the Section above titled "Indemnification", and any other liability that cannot be excluded or limited by the applicable law, each party's total liability arising out of any Dispute or any matter under this Agreement, is limited to the amount Customer paid to RSA during the twelve months before the date that the matter or Dispute arose for the Service Offering that is the subject of the Dispute, but excluding amounts received as reimbursement of expenses or payment of taxes.

12.2 No Indirect Damages. Except for Customer's payment obligations and violation of RSA's or its Affiliates' intellectual property rights, neither RSA nor Customer has liability to the other for loss of use of the Service Offering, or loss of content for any reason including power outages, system failures, or other interruptions (subject to RSA's obligations under the applicable Service Level Agreement), or for special, consequential, exemplary, punitive, incidental, or indirect damages, or for lost profits, loss of revenue, loss or corruption of data, or loss of use, or procurement of substitute products or services.

12.3 Regular Back-ups. Customer is solely responsible for its data. Customer must back up its data before RSA performs any remedial, upgrade, or other work on Customer's production systems. If applicable law prohibits exclusion of liability for lost data, then RSA will only be liable for the cost of the typical effort to recover the lost data from Customer's last available back-up.

12.4 Limitation Period. Except as stated in this Section 12, all claims must be made within the period specified by applicable law. If the law allows the parties to specify a shorter period for bringing claims, or the law does not provide a time at all, then claims must be made within twelve months after the cause of action accrues.

12.5 Suppliers and Affiliates. The foregoing limitations shall also apply in favor of RSA's suppliers and Affiliates.

15.6 Germany. The terms in this subsection 15.6 apply only when RSA means RSA Security Germany GmbH:

15.6.1 Preamble: The waiver of rights to any claim concerning enforceability shall not apply.

15.6.2 Section 12 (Limitation of liability): shall be replaced in its entirety with:

12. LIMITATION OF LIABILITY. For all claims of Customer for damages under or in connection with this Agreement or any quote or order, whatever the legal basis (including liability for defects, other breaches of contract and tort) may be, the following shall apply:

12.1 Unrestricted liability. In case of death or personal injury, in case of RSA's gross negligence or willful misconduct, and in case of claims under the German Product Liability Act (Produkthaftungsgesetz), RSA shall be liable to Customer according to statutory law.

12.2 Restricted Liability. In all other cases, the following shall apply:

(i) RSA's liability shall be limited to typical, foreseeable damages.

(ii) Unless a differing liability cap is expressly agreed otherwise, the typical foreseeable damages shall, for each damaging event, not exceed the total price paid by Customer to RSA for the Service Offering (calculated on an annual basis in case of ongoing Services to be provided for a period of more than one year) in relation to which such claim arises, but in any event not less than 100.000,00 EUR and not more than 1.000.000,00 EUR. The limitation of liability in this section 12.2 (ii) will not apply to (i) RSA's indemnification obligations under section 11.2.1 of this Agreement or (ii) any liability which may not be excluded by law.

(iii) RSA shall be liable to Customer only if RSA has breached a material contractual obligation (i.e. an obligation the performance of which is essential to allow the implementation of the agreement, and the compliance with which Customer usually may rely on).

(iv) RSA shall not be liable for any consequential or indirect damages to the extent such damages are untypical or unforeseeable. In no event shall RSA (including its suppliers) or Customer be liable to the other or any other person or entity for loss of use of the Service Offering, or loss of content for any reason including power outages, system failures, or other interruptions (subject to RSA's obligations under the applicable Service Level Agreement)

12.3 Guarantees. RSA does not give a guarantee in relation to the Service Offering (Beschaffenheitsgarantie) that would entail an unlimited liability of RSA or a liability regardless of negligence or fault pursuant to the German Civil Code, except if an unlimited liability and/or liability regardless of negligence or fault has been expressly agreed in writing. The mere use of terms like "to guarantee", "to ensure" or similar wording shall not be considered sufficient to establish such liability, but a binding contractual commitment of RSA that is subject to the agreed limitation of liability.

12.4 Regular Back-ups. As part of its obligation to mitigate damages and as appropriate, Customer shall take reasonable data back-up measures. In particular, Customer shall provide for a daily back-up process and back-up the relevant data before RSA performs any remedial, upgrade or other works on Customer's production systems. To the extent RSA's liability for loss of data is not anyway excluded under this Agreement, RSA shall in case of data losses only be liable for the typical effort to recover the data which would have accrued if Customer had appropriately backed up its data.

12.5 Limitation Period. Except for claims relating to cases of unrestricted liability set forth in section 12.1 above ("Restricted Liability") the following applies: All claims for damages based on defects of the Service Offering shall be time-barred 12 months after delivery, except if the parties have agreed on a shorter warranty period. The limitation period for all other claims for damages shall be eighteen (18) months after the cause of action accrues unless statutory law provides for a shorter limitation period.

12.6 Suppliers. The foregoing limitations shall also apply in favor of RSA's employees and suppliers.

15.6.3 Section 14.10 Governing Law: the following sentence shall be added:

To the extent permitted by law, the courts of the city of Frankfurt am Main shall be exclusively competent to rule on disputes arising out of or in connection with this Agreement.