

SOFTWARE AS A SERVICE AGREEMENT EMEA (V.20210927)

PLEASE READ THIS SAAS AGREEMENT BEFORE USING SAILPOINT'S SERVICES. BY ACCESSING OR USING SAILPOINT'S IDENTITY NOW SOFTWARE AS A SERVICE OFFERING, YOU ("the **Customer**") SIGNIFY ACCEPTANCE OF AND AGREE TO THE TERMS AND CONDITIONS OF THIS SAAS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS SAAS AGREEMENT, DO NOT ACCESS OR USE THE SERVICES. IF THE PARTIES HAVE A FULLY EXECUTED AGREEMENT THAT EXPRESSLY GOVERNS ORDERS FOR SAILPOINT'S SOFTWARE AS A SERVICE OFFERING, SUCH AGREEMENT SHALL SUPERSEDE THIS SAAS AGREEMENT.

WHEREAS, SailPoint is the provider of hosted software offerings, and the Customer wishes to obtain access to the same under the terms of this SaaS Agreement; and

WHEREAS, the parties desire that this SaaS Agreement serve as a master agreement between them for the purposes of any Orders that Customer may place with SailPoint or a Partner, from time to time.

1. DEFINITIONS

As used in this SaaS Agreement:

"Customer Data" means all data and other information that Customer or a User provides or makes available to SailPoint in connection with the Services or this SaaS Agreement. Customer Data excludes Usage Data (as defined herein).

"Customer Personal Data" means all Customer Data relating to an identified or identifiable natural person, household or device.

"Documentation" means the user guides, online help, and release notes, provided or made available by SailPoint to Customer regarding the use or operation of the SaaS Services.

"DPA" means the provisions detailed in the Customer Data Processing Addendum as described on SailPoint's website at <https://www.sailpoint.com/legal/>.

"Identity Cube" means, if applicable to the SaaS Services to which Customer has subscribed, a unique collection of identity data for an individual human, a non-human bot, or other user that will be granted access to and/or managed by such SaaS Services.

"Order" means the schedule, quotation, statement of work, or other document(s) by which Customer orders the SaaS Services or Other Services pursuant to this SaaS Agreement.

"Other Services" means all technical and non-technical professional services identified in an Order and performed or delivered by SailPoint under this SaaS Agreement, consisting solely of implementation services, implementation support, best practices consultations, integration efforts, and training and education services, in each case which are provided on a non-work for hire basis and documented in statements of work mutually agreed to by the parties. For purposes of clarity, Other Services does not include the SaaS Services or the SaaS Support (as defined herein).

"Partner" means a reseller or distributor that has an agreement with SailPoint that authorises them to resell the SaaS Services or Other Services.

"Required Software" means, if applicable to the SaaS Services to which Customer has subscribed, a virtual machine that connects Customer's target Sources using public APIs, connectors, and integrations to the SaaS Services. If applicable, Required Software will be identified in the relevant Documentation.

"SaaS Services" means the specific SailPoint internet-accessible software-as-a-service(s) offering(s) identified in an Order and hosted by SailPoint, its affiliates or service providers and made available to Customer over a network on a term-use basis.

"Sensitive Data" means any data that constitutes sensitive personal data or special category data or like terms under applicable data privacy laws, intellectual property, proprietary business models, government-issued identification numbers, medical or health information, account security information, individual financial account information, credit/debit/gift or other payment card information, account passwords, individual credit and income information.

"Services" means the SaaS Services, SaaS Support, and Other Services.

"Source" means, if applicable to the SaaS Services to which Customer has subscribed, a Customer managed target system for reading data from and, if supported by the specific system, writing changes to user accounts. The connection to a target system can be managed via a direct connector or a flat file.

"Term" means that period(s) specified in an Order during which Customer will have access to and use of the SaaS Services, as the same may be renewed or extended in accordance with the applicable Order.

"User" means an employee or independent contractor of Customer or other Identity Cube user that Customer authorises to use the SaaS Services on Customer's behalf.

2. SAAS SERVICES

2.1. **Provision of SaaS Services.** During the Term, SailPoint grants Customer a limited, non-exclusive, non-transferrable (except in accordance with Section 12.1 (Assignment)), non-sublicensable right to access and use the SaaS Services in accordance with the Documentation, solely for Customer's internal business operations, in each case subject to the terms of this SaaS Agreement, if applicable, including the number of Identity Cubes and Sources documented in the Order. Customer agrees that its purchase of the Services is neither contingent upon the delivery of any future functionality or features nor dependent upon any oral or written public comments made by SailPoint with respect to future functionality or features.

2.2. **Required Software.** Customer acknowledges that use of certain SaaS Services requires the installation of the Required Software as a pre-requisite for using such SaaS Services. Customer agrees to install such Required Software, including any required updates if and when available. To the extent applicable to the SaaS Services to which Customer has subscribed, SailPoint hereby grants to Customer a limited, non-exclusive, non-transferable (except in accordance with Section 12.1 (Assignment)), non-sublicensable license to install, execute, copy, display, or otherwise use the Required Software in accordance with the Documentation, solely in connection with the Services, during the Term, in each case subject to the terms of this SaaS Agreement.

2.3. **Users.** Customer will cause Users to abide by the terms of this SaaS Agreement. Any action or omission of a User, which, if attributable to Customer would constitute a breach of this SaaS Agreement by Customer, will be deemed to be a breach of this SaaS Agreement by Customer. SailPoint may terminate or suspend any User's access to the SaaS Services for any breach without notice.

2.4. **SaaS Support.** During the Term, SailPoint will provide Customer with support services (the **"SaaS Support"**) in accordance with SailPoint's current Premium SaaS Support Policy attached hereto as Exhibit A.

2.5. **Service Level Agreement.** The SaaS Service Level Agreement ("**SLA**") for the production instance of the SaaS Service is set forth in SailPoint's current SLA attached hereto as Exhibit B.

3. CUSTOMER RESPONSIBILITIES AND RESTRICTIONS

3.1. **Customer Responsibilities.** Customer is responsible for all activities conducted by it or through the accounts of its Users on the SaaS Services. Except for SailPoint's obligations described in Section 8 (Confidentiality) and Section 9 (Data Security and Processing), Customer shall (i) have sole responsibility for the accuracy, security quality, and legality of the Customer Data and the means by which Customer acquired the Customer Data and the right to provide the Customer Data for the purposes of this SaaS Agreement (including ensuring the receipt of all permissions from individuals and other third parties as may be necessary in order to provide the Customer Data for the purposes contemplated in this SaaS Agreement); (ii) be responsible for the security and confidentiality of Customer's and its

Users' account information; (iii) be responsible for maintaining a back-up of all Customer Data; and (iv) prevent unauthorised access to, or use of, the Services, and notify SailPoint promptly of any such unauthorised access or use.

- 3.2. **Compliance with Laws.** Customer shall comply with all applicable local, state, national, and foreign laws, rules, and regulations ("laws") in connection with its use of the Services, collection and other processing of all Customer Data, and performance under this SaaS Agreement, including those laws related to employment, data privacy and protection, and international activities. Customer acknowledges that SailPoint exercises no control over the Customer Data transmitted by Customer or Users to or through the SaaS Services. SailPoint may impose limits on the use or access to the Services as required by applicable law.
- 3.3. **Restrictions.** Customer and its Users shall not, and shall not permit any third party to: (i) copy or republish the Services; (ii) make the Services available to any person other than Users; (iii) rent, lend, sell, sublicense, or use the Services to provide service bureau, time-sharing or other services to third parties; (iv) send or store in the SaaS Services any Sensitive Data, which such Sensitive Data is not necessary for SailPoint to provide the Services; (v) send or store viruses, spyware, ransomware, timebombs, Trojan horses, or other harmful or malicious code, or files to or in connection with the Services; (vi) send or store infringing, offensive, harassing or otherwise unlawful material in connection with the Services; (vii) modify or create derivative works based upon the Services or Documentation; (viii) remove, modify, or obscure any copyright, trademark, or other proprietary notices contained in the Services or Documentation; (ix) reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code used or embodied in the SaaS Services, which for the avoidance of doubt includes the related algorithms, methods, and techniques; (x) access or use the Services or Documentation in order to build a similar or competitive product, or (xi) exploit the Services or Documentation in any unauthorised way whatsoever, including by trespassing or burdening network capacity. If for some reason these restrictions are prohibited by applicable law or by an agreement SailPoint has with one of its licensors, then the activities are permitted only to the extent required to comply with such law or agreement.

4. INTELLECTUAL PROPERTY

- 4.1. **Ownership and Reservation of Rights of SailPoint Intellectual Property.** SailPoint, its affiliates and its licensors own and, except for the limited rights expressly granted to Customer under this SaaS Agreement, retain all right, title, and interest in and to the Services, Documentation and any other materials provided by SailPoint or its licensors under this SaaS Agreement, including all modifications and derivative works related thereto and intellectual property rights therein. No rights are granted to Customer under this SaaS Agreement other than expressly set forth in this SaaS Agreement.
- 4.2. **Rights in Customer Data.** As between SailPoint and Customer, Customer owns the Customer Data. Customer hereby grants and agrees to grant to SailPoint and its affiliates a worldwide, non-exclusive, transferable, sublicensable, royalty-free license to host, copy, transmit, display, and process the Customer Data as reasonably necessary to (a) provide the Services to Customer and (b) monitor, modify, and improve (including develop) the SaaS Services; *provided, however*, that with respect to any such Customer Data that constitutes Customer Personal Data, the use described in (b) shall not include building or modifying household or consumer profiles, or cleaning or augmenting data acquired from another source.
- 4.3. **Feedback.** To the extent Customer or any of its Users provides any suggestions for modification or improvement or other comments, code, information, know-how, or other feedback (whether in oral or written form) relating to the Services ("**Feedback**"), Customer hereby grants to SailPoint a perpetual, irrevocable, worldwide, non-exclusive, transferable, sublicensable, royalty-free license to use and commercially exploit the Feedback in any manner SailPoint sees fit without accounting or other obligation.
- 4.4. **Usage Data.** SailPoint may collect and retain, during and after the Term: (i) data that is automatically generated by the SaaS Services in connection with Customer's use, configuration and deployment of the SaaS Services, including patterns identified through the use of algorithms regarding User credentialing and access requests, log data and data regarding the performance and availability of the Services and (ii) Customer Data that has been anonymized in such a

manner that it is not, alone or in combination with other data, reasonably identifiable to Customer or a User and is aggregated with the data of other customers (such data described in (i) and (ii), collectively, "**Usage Data**"). SailPoint may use and exploit Usage Data for any legal purpose; provided that if SailPoint provides Usage Data to third parties (other than SailPoint's affiliates), such Usage Data shall be presented in a manner that is not, alone or in combination with other data, reasonably identifiable to Customer or a User.

5. ORDERS AND PAYMENT

- 5.1. **Orders.** Customer may purchase Services by either (a) entering into an Order with SailPoint or (b) entering into an Order with a Partner that is subsequently acknowledged by SailPoint in writing or following notification of an Order to SailPoint from the Partner, SailPoint sends a delivery notice to Customer via email. Each Order with SailPoint shall be signed by both Customer and SailPoint or issued by SailPoint and acknowledged by Customer via the issuance of a purchase order that incorporates by reference the applicable Order and subsequently accepted by SailPoint. All Orders placed through a Partner will be subject to pricing mutually agreed to between Customer and Partner. All Services purchased by Customer through either SailPoint or a Partner shall be governed exclusively by this SaaS Agreement and, subject to Section 12.5, the applicable Order.
- 5.2. **Fees; Invoicing and Payment.** Subject to Section 12.12 (Country-Specific Contract Terms):
- (a) **Direct Purchases from SailPoint.** For direct purchases with SailPoint, all fees for the Services shall be set forth in the applicable Order. All fees are exclusive of sales and use taxes, value added taxes (VAT), or similar charges. Unless otherwise provided in the Order, SailPoint shall invoice Customer for all fees described therein on the Order effective date. Customer shall pay all invoices (except with respect to charges then under reasonable and good faith dispute) net thirty (30) days from date of invoice. Except as expressly provided otherwise herein, fees are non-refundable, non-cancellable and not subject to set-off. All fees shall be stated in and paid by the Customer in the currency stated in each Order. If any fees (except with respect to charges then under reasonable and good faith dispute) remain unpaid by their due date, in addition to any other rights or remedies it may have under this SaaS Agreement or by matter of law, (i) SailPoint reserves the right to suspend the Services upon thirty (30) days written notice, until such amounts are paid in full, and (ii) any such unpaid fees may accrue, at SailPoint's discretion, late charges at the rate of the lesser of one and one-half (1.5%) percent of the outstanding balance per month or the maximum rate permitted by law from the date such fees were due until the date paid. Further, Customer shall be responsible for all costs and expenses associated with collecting such fees, including reasonable attorneys' fees. Suspension of the Services under this section shall not release Customer of its payment obligations under this SaaS Agreement.
- (b) **Purchases Through a Partner.** For any Services purchased by Customer through a Partner, the pricing and payment terms are established by and between Customer and such Partner ("**Partner Agreement**") and all payments will be made directly to Partner. If a Partner is entitled to terminate or suspend any Services purchased by Customer through such Partner pursuant to the Partner Agreement and notifies SailPoint of such, SailPoint may suspend or terminate the Services identified by such Partner. Subsequently, if Partner notifies SailPoint that Customer is entitled to reinstatement of any Services purchased by Customer through such Partner pursuant to the Partner Agreement, and Customer is otherwise in compliance with the terms of this SaaS Agreement, SailPoint shall reinstate such Services as soon as reasonably practicable. SailPoint shall not be liable to Customer or to any third party for any liabilities, claims, or expenses arising from or relating to any suspension or termination of Services in accordance with this Section 5.2(b).
- 5.3. **Expenses.** Unless otherwise specified in an Order, Customer will reimburse SailPoint for all pre-approved, out-of-pocket travel and related expenses incurred in performing the Other Services. SailPoint will include reasonably detailed documentation of all such expenses with each related invoice.
- 5.4. **Taxes.** Customer is responsible for payment of all sales and use taxes, value added taxes (VAT), or similar charges relating to

Customer's purchase and use of the Services, excluding taxes based on SailPoint's net income. If SailPoint has a legal obligation to pay or collect taxes for which Customer is responsible under this SaaS Agreement, the appropriate amount shall be computed based on Customer's address listed under Customer Information above and invoiced to and paid by Customer, which amounts are in addition to the fees for the Services, unless Customer provides SailPoint with a valid tax exemption certificate authorised by the appropriate taxing authority.

6. TERM, SUSPENSION, AND TERMINATION

- 6.1. **Term.** The term of this SaaS Agreement shall begin on the date that Customer enters into an Order pursuant to Section 5.1 (Orders) (the "Effective Date") and continues until the stated Term in all Orders has expired or has otherwise been terminated. This SaaS Agreement may be terminated at any time by mutual agreement of SailPoint and Customer.
- 6.2. **Termination for Material Breach.** Either party may terminate this SaaS Agreement if the other party fails to cure any material breach within thirty (30) days after receipt of written notice of such breach. Upon any termination of this SaaS Agreement by Customer for a material breach by SailPoint pursuant to this Section 6.2, SailPoint will refund Customer a pro-rata portion of any prepaid fees paid by Customer to SailPoint that cover the remainder of the Term after the effective date of termination and a pro-rata portion of any prepaid fees paid by Customer to SailPoint for Other Services that cover Other Services that have not been delivered as of the effective date of termination.
- 6.3. **Suspension for Ongoing Harm.** SailPoint reserves the right to suspend delivery of the SaaS Services if SailPoint reasonably concludes that Customer or a User's use of the SaaS Services is causing immediate and ongoing harm to SailPoint or the security, integrity, or availability of the SaaS Services. SailPoint will use commercially reasonable efforts under the circumstances to provide Customer with notice and an opportunity to remedy such violation or threat prior to such suspension. In the extraordinary case that SailPoint must suspend delivery of the SaaS Services, SailPoint shall promptly notify Customer of the suspension and the parties shall diligently attempt to resolve the issue. SailPoint shall not be liable to Customer or to any third party for any liabilities, claims or expenses arising from or relating to any suspension of the SaaS Services in accordance with this Section 6.3. Nothing in this Section 6.3 will limit SailPoint's other rights under this Section 6.
- 6.4. **Retrieval of Customer Content.** Upon request by Customer made at least thirty (30) days prior to the effective date of the termination of this SaaS Agreement, SailPoint will make available to Customer, at no cost, for a maximum of thirty (30) days following such termination for download a file of the Customer Data then-currently stored in the SaaS Services ("**Customer Content**"). After such thirty (30)-day period, SailPoint shall have no obligation to maintain or provide any Customer Content and shall thereafter, unless legally prohibited, be entitled to delete all Customer Content; provided, however, that SailPoint will not be required to remove copies of the Customer Content from its backups until such time as the backup copies are scheduled to be deleted in the normal course of business; provided further that in all cases SailPoint will continue to protect the Customer Content in accordance with Section 8 (Confidentiality). Additionally, during the Term, Customer may extract Customer Content from the SaaS Services using SailPoint's standard web services.
- 6.5. **Effect of Termination.** Upon expiration or termination of this SaaS Agreement, all licenses to the Required Software and access to the SaaS Services granted to Customer under this SaaS Agreement and all Orders placed hereunder shall immediately terminate and Customer will cease using the SaaS Services, (except as permitted under Section 6.4 (Retrieval of Customer Content)) and SailPoint Confidential Information. Expiration or termination of this SaaS Agreement for any reason other than termination by Customer for a material breach by SailPoint pursuant to Section 6.2 (Termination for Material Breach) shall not relieve Customer of the obligation to pay all future amounts due under all Orders. Sections 3.3 (Restrictions), 4 (Intellectual Property), 5.2 (Fees; Invoicing and Payment), 6.5 (Effect of Termination), 7.2 (Disclaimer), 8 (Confidentiality), 10 (Limitations of Liability), 11 (Indemnification) and 12 (General Provisions) shall survive the expiration or termination of this SaaS Agreement for any reason.

7. WARRANTIES AND REMEDIES, AND DISCLAIMERS

7.1. Warranties and Remedies.

- (a) **General.** Each party represents and warrants that it has the legal power and authority to enter into and perform under this SaaS Agreement. SailPoint shall comply with all laws applicable to SailPoint in its performance hereunder.
 - (b) **SaaS Services.** SailPoint warrants that during the Term the SaaS Services will perform substantially in accordance with the Documentation. As Customer's exclusive remedy and SailPoint's sole liability for breach of the warranty set forth in this Section 7.1(b), (i) SailPoint shall correct the non-conforming SaaS Services at no additional charge to Customer, or (ii) in the event SailPoint is unable to correct such deficiencies after good-faith efforts and within a commercially reasonable timeframe, Customer shall be entitled to terminate the applicable SaaS Services and SailPoint will refund Customer a pro-rata portion of any prepaid fees attributable to the defective SaaS Services paid by Customer to SailPoint from the date SailPoint received the notice contemplated in the next sentence. To receive warranty remedies, Customer must promptly report deficiencies in writing to SailPoint, but no later than thirty (30) days of the first date the deficiency is identified by Customer. The warranty set forth in this Section 7.1(b) shall apply only if the applicable SaaS Services has been utilised in accordance with the Documentation, this SaaS Agreement, and applicable law.
 - (c) **Other Services.** SailPoint warrants that the Other Services will be performed in a professional manner consistent with applicable industry standards. As Customer's exclusive remedy and SailPoint's sole liability for breach of the warranty set forth in this Section 7.1(c), SailPoint will, at its sole option and expense, promptly re-perform any Other Services that fail to meet this limited warranty or refund to Customer the fees paid for the non-conforming portion of the Other Services.
- 7.2. **Disclaimer.** Except as expressly provided in this Section 7 and to the maximum extent permitted by applicable law, SailPoint makes no warranties of any kind, whether express, implied, statutory, or otherwise, and specifically disclaims all warranties of fitness for a particular purpose, merchantability, accuracy of informational content, systems integration, non-infringement, non-interference with enjoyment or otherwise. SailPoint does not warrant that the SaaS Services will be error free or uninterrupted. SailPoint makes no warranty regarding any non-SailPoint application with which the SaaS Services may interoperate. The limited warranties provided in this Section 7 are the sole and exclusive warranties provided to Customer in connection with the subject matter of this SaaS Agreement.

8. CONFIDENTIALITY

- 8.1. As used in this SaaS Agreement, "**Confidential Information**" means all proprietary, non-public information disclosed by a party (the "**Disclosing Party**") to the other party (the "**Receiving Party**"), directly or indirectly, which, (a) if in written, graphic, machine-readable or other tangible form, is marked as "confidential" or "proprietary," (b) if disclosed orally or by demonstration, is identified at the time of initial disclosure as confidential and is confirmed in writing to the Receiving Party to be "confidential" or "proprietary" within thirty (30) days of such disclosure, or (c) reasonably appears to be confidential or proprietary because of the circumstances of disclosure and the nature of the information itself, including the Customer Data, terms of this SaaS Agreement, each Order, the Services and Documentation, business and marketing plans, technology and technical information, product designs, and business processes of either party.
- 8.2. "**Confidential Information**" does not include information that:
 - (a) is known publicly at the time of the disclosure by the Disclosing Party or becomes known publicly after disclosure through no fault of the Receiving Party;
 - (b) is known to the Receiving Party at the time of disclosure by the Disclosing Party due to previous receipt from a source that wasn't bound by confidentiality obligations to the Disclosing Party at that time; or
 - (c) is independently developed by the Receiving Party without use of or reference to the Confidential Information as demonstrated by the written records of the Receiving Party.
- 8.3. The Receiving Party shall not (a) use the Confidential Information of the Disclosing Party except to exercise its rights and perform its obligations under this SaaS Agreement or (b) disclose such Confidential Information to any third party, except those of its

employees, service providers, agents, and representatives who are subject to confidentiality obligations at least as stringent as the obligations set forth herein and have a "need to know" in order to carry out the purpose of this SaaS Agreement. The Receiving Party shall use at least the same degree of care it uses to protect its own confidential information of like nature, but not less than a reasonable degree of care, to protect the Confidential Information of the Disclosing Party.

- 8.4. The Receiving Party may disclose Confidential Information of the Disclosing Party to the extent such disclosure is required by law or order of a court or other governmental authority; provided that the Receiving Party shall use commercially reasonable efforts to promptly notify the Disclosing Party prior to such disclosure to enable the Disclosing Party to seek a protective order or otherwise prevent or restrict such disclosure.

9. DATA SECURITY AND PROCESSING

- 9.1. Security Program. SailPoint will maintain administrative, physical, and technical safeguards designed to protect the security and confidentiality of Customer Data, including measures designed to prevent unauthorised access, use, modification, or disclosure of Customer Personal Data. SailPoint's current SaaS data security programs for each SaaS Service are described on SailPoint's website at <https://www.sailpoint.com/legal/>. With respect to the SaaS Services listed at <https://www.sailpoint.com/legal/saas-services/>, SailPoint will operate in conformance with the physical, technical, operational, and administrative measures and protocols regarding data security that are set forth in its then current Service Organization Control 2 (SOC 2) Type 2 Report(s) (or equivalent report(s)), received from its third-party auditors.

- 9.2. Data Processing Agreement. The DPA sets forth the terms and conditions under which SailPoint may receive and process Customer Personal Data from Customer. The DPA, as entered into between SailPoint and the Customer, shall apply with respect to SailPoint's processing of Customer Personal Data in the course of providing Services pursuant to this SaaS Agreement.

10. **LIMITATIONS OF LIABILITY** Subject to Section 12.12 (Country-Specific Contract Terms):

- 10.1. Neither Party excludes or limits its liability for:

- death or personal injury caused by its negligence, or that of its employees, agents or sub-contractors;
- any breach by them of the "Restrictions", "Indemnification" or "Confidentiality" provisions of this Agreement;
- a breach of its respective obligations under the DPA due to its willful misconduct, or negligence ("negligence" not including an error of judgement or mistake in good faith) or that of its employees, contractors or agents;
- otherwise any willful misconduct, fraud or fraudulent misrepresentation by it or its employees; or

any liability that cannot be excluded or limited by virtue of the Governing Law (as per Section 12.9 below).

- 10.2. Subject to Sections 10.1 and 10.3:

- in the event of a Security Incident (as defined in the DPA) by SailPoint of any personal data of Customer that SailPoint is processing under the DPA, SailPoint's total financial liability shall not exceed 200% of the total fees paid or payable by the Customer pursuant to Section 5.2 (Fees, Invoicing and Payment) under this Agreement at the time the claim arose; and
- for all other claims of either party for direct/other damages under this Agreement, the aggregate liability of the other party, regardless of the nature of the claim (including negligence) and irrespective of whether the same was foreseeable or otherwise, shall not exceed 125% of the total fees paid or payable by the Customer under this Agreement at the time of such claim.

- 10.3. Subject to Section 10.1, in no event shall either Party be liable to the other for any, indirect, special, punitive or consequential loss or damage, including (by way of example and not an exhaustive list), loss of profits, loss of business, loss of revenue, loss of or damage to goodwill, loss of savings (whether anticipated or otherwise).

11. INDEMNIFICATION

- 11.1. Indemnification by SailPoint. Subject to Section 11.3 (Indemnity Process), SailPoint will defend Customer from any and all claims, demands, suits, or proceedings brought against Customer by a third party alleging that the SaaS Services, as provided by SailPoint to Customer under this SaaS Agreement, infringe any patent, copyright,

or trademark or misappropriate any trade secret of that third party (each, an "**Infringement Claim**"). SailPoint will indemnify Customer for all damages and costs (including reasonable attorneys' fees) finally awarded by a court of competent jurisdiction, authorised arbitral panel, or paid to a third party in accordance with a written settlement agreement signed by SailPoint, in connection with an Infringement Claim. In the event any such Infringement Claim is brought, or in SailPoint's reasonable opinion is likely to be brought, SailPoint may, at its option: (a) procure the right to permit Customer to continue use of the SaaS Services, (b) replace or modify the SaaS Services with a non-infringing alternative having substantially equivalent performance within a reasonable period of time, or (c) if the foregoing options are not reasonably practicable, terminate the applicable Order and repay to Customer any prepaid fees paid by Customer under such Order to SailPoint with respect to any period of time following the termination date. Notwithstanding the foregoing, SailPoint shall have no liability for any Infringement Claim of any kind to the extent that it relates to (i) modification of the SaaS Services by a party other than SailPoint, (ii) use of the SaaS Services in combination with any other product, service, or device, if the infringement would have been avoided by the use of the SaaS Services without such other product, service, or device, or (iii) use of the SaaS Services other than in accordance with the Documentation and this SaaS Agreement. The indemnification obligations set forth in this Section 11.1 are Customer's exclusive remedy and SailPoint's sole liability with respect to SailPoint's infringement or misappropriation of third-party intellectual property rights of any kind.

- 11.2. Indemnification by Customer. Subject to Section 11.3 (Indemnity Process), Customer will defend SailPoint and its affiliates from any and all claims, demands, suits, or proceedings brought against SailPoint by a third party alleging a violation of a User's or third party's rights arising from or related to the Customer Data, including the Customer's provision of the Customer Data to SailPoint or its affiliates or their respective use of the Customer Data in connection with providing the Services in accordance with this SaaS Agreement. Customer will indemnify SailPoint for all damages and costs (including reasonable attorneys' fees) finally awarded by a court of competent jurisdiction, authorised arbitral panel, or paid to a third party in accordance with a written settlement agreement signed by Customer, in connection with any such claims, demands, suits, or proceedings.

- 11.3. Indemnity Process. The party seeking indemnification under this Section 11 ("**Indemnitee**") must (a) promptly notify the other party ("**Indemnitor**") of the claim (provided that any failure to provide such prompt written notice will only relieve the Indemnitor of its obligations to the extent its ability to defend such claim is materially prejudiced by such failure), (b) give the Indemnitor sole control of the defense and settlement of the claim (provided that Indemnitor shall not consent to entry of any judgment or admission of any liability of the Indemnitee without the prior written approval of the Indemnitee), and (c) provide reasonable assistance, cooperation, and required information with respect to the defense and settlement of the claim, at the Indemnitor's expense. At its own expense, the Indemnitee may retain separate counsel to advise the indemnitee regarding the defense or settlement of the claim.

12. GENERAL PROVISIONS

- 12.1. Assignment. Neither party may assign this SaaS Agreement or otherwise transfer any right or obligation under this SaaS Agreement, without the prior written consent of the other party, which consent shall not be unreasonably withheld or delayed. Notwithstanding the foregoing, either party may assign this SaaS Agreement in its entirety to an acquirer of all or substantially all of the assets or equity of such party to which this SaaS Agreement relates, whether by merger, asset sale, or otherwise so long, in the event of an assignment by Customer, as all fees then due and payable to SailPoint have been paid. Any attempt by a party to assign or transfer its rights or obligations under this SaaS Agreement other than as permitted by this Section 12.1 shall be void and of no effect. Subject to the foregoing, this SaaS Agreement shall be binding upon and inure to the benefit of the parties' successors and permitted assigns. Either party may employ subcontractors in performing its duties under this SaaS Agreement, provided, however, that such party shall not be relieved of any obligation under this SaaS Agreement and subject (as applicable) to the applicable sub-processing terms of the DPA.

- 12.2. Notices. Except as otherwise expressly permitted in this SaaS Agreement, notices under this SaaS Agreement shall be in writing and shall be deemed to have been given (a) five (5) business days after mailing if sent by registered or certified mail, (b) when personally delivered, or (c) one (1) business day after deposit for overnight delivery with a recognised courier for U.S. deliveries (or three (3) business days for international deliveries).
- 12.3. Force Majeure Event. Neither party shall be liable to the other for any delay or failure to perform hereunder due to circumstances beyond such party's reasonable control, including acts of God, acts of government, computer related attacks, hacking, or acts of terror, service disruptions involving hardware, software, or power systems not within such party's possession or reasonable control (a "**Force Majeure Event**"). Notwithstanding the foregoing, Customer shall remain liable for the timely payment of all amounts required to be paid pursuant to an applicable Order, notwithstanding the occurrence or persistence of a Force Majeure Event.
- 12.4. Equitable Relief. The parties agree that a material breach of Section 8 (Confidentiality) or Section 3.3 (Restrictions) would cause irreparable injury to the non-breaching party for which monetary damages alone would not be an adequate remedy, and therefore the non-breaching party shall be entitled to equitable relief in addition to any other remedies it may have hereunder or at law, without the requirement of posting bond or proving actual damages.
- 12.5. Entire Agreement. This SaaS Agreement together with the documents incorporated herein by reference contains the entire agreement of the parties with respect to the subject matter hereof and supersedes all previous oral and written communications, representation, understandings, and agreements by the parties concerning the subject matter of this SaaS Agreement. No terms, provisions or conditions contained in any purchase order, sales confirmation, or other business form that either party may use in connection with the transactions contemplated by this SaaS Agreement will have any effect on the rights or obligations of the parties under, or otherwise modify, this SaaS Agreement. If there is any conflict between the terms of this SaaS Agreement and any Order or similar ordering document with a Partner, the terms of this SaaS Agreement shall control unless SailPoint and Customer expressly agree otherwise in the applicable Order or other document signed by both parties by specific reference to this Section and the Section(s) of this SaaS Agreement that are modified. Where SailPoint is required to "click through" or otherwise accept any online terms as a condition to its provision or receipt of Services, such terms are not binding and shall not be deemed to modify this SaaS Agreement. No modification, amendment, or waiver of any provision of this SaaS Agreement will be effective unless in writing and signed by authorised representatives of both parties hereto. Any failure to enforce any provision of this SaaS Agreement shall not constitute a waiver thereof or of any other provision and a waiver of any breach of this SaaS Agreement shall not constitute a waiver of any other or subsequent breach.
- 12.6. Publicity. During the term of this SaaS Agreement, SailPoint may include Customer's name and logo in its customer lists, including on its website. To the extent Customer provides standard trademark usage guidelines, SailPoint shall use Customer's name and logo in accordance with such guidelines.
- 12.7. Export Laws. Export laws of the United States and any other relevant local export laws apply to the Services. Customer agrees that such export laws govern its use of the Services (including technical data) and any materials provided under this SaaS Agreement, and Customer agrees to comply with all such export laws. Customer agrees that no data, information, software programs, or other materials resulting from Services (or direct product thereof) will be exported, directly or indirectly, in violation of these laws.
- 12.8. Independent Contractors, No Third-Party Beneficiaries. The parties have the status of independent contractors, and nothing in this SaaS Agreement nor the conduct of the parties will be deemed to place the parties in any other relationship. Except as provided in this SaaS Agreement, neither party shall be responsible for the acts or omissions of the other party or the other party's personnel. Save as contained expressly herein (or in any Order), this SaaS Agreement confers no rights upon either party's employees, agents, contractors, partners or customers or any other person or entity.
- 12.9. Governing Law and Severability. Where the address of the Customer (as contained in any Order) is located in any of the following countries, then the laws of such country shall apply to this SaaS Agreement and such Order(s): **Austria, Belgium, Denmark, Finland, France, Germany, Netherlands, Norway, Republic of Ireland, Spain, Sweden, Switzerland**. Where such address is located in any other country, this Agreement and all Orders will be governed by and construed in accordance with the laws of **England and Wales**. The United Nations Convention on Contracts for the International Sale of Goods does not apply. If any term of this SaaS Agreement is held to be invalid or unenforceable, that term shall be reformed.
- 12.10. Anti-Bribery/Corruption. Neither party has received or been offered any illegal or improper bribe, kickback, payment, gift, or thing of value from an employee or agent of the other party in connection with this SaaS Agreement. If either party learns of any violation of the foregoing restriction, such party will use reasonable efforts to promptly notify the other party.
- 12.11. Interpretation. For purposes of interpreting this SaaS Agreement, (a) unless the context otherwise requires, the singular includes the plural, and the plural includes the singular; (b) unless otherwise specifically stated, the words "herein," "hereof," and "hereunder" and other words of similar import refer to this SaaS Agreement as a whole and not to any particular section or paragraph; (c) the words "include" and "including" will not be construed as terms of limitation, and will therefore mean "including but not limited to" and "including without limitation"; (d) unless otherwise specifically stated, the words "writing" or "written" mean preserved or presented in retrievable or reproducible form, whether electronic (including email but excluding voice mail) or hard copy; and (e) the captions and section and paragraph headings used in this SaaS Agreement are inserted for convenience only and will not affect the meaning or interpretation of this SaaS Agreement.
- 12.12. Country-Specific Contract Terms. Where, pursuant to Section 12.9 above (Governing Law and Severability) this SaaS Agreement is subject to the laws of France ("**French Law**") or Germany ("**German Law**"), certain Sections of this SaaS Agreement shall be deemed to be varied in accordance with the applicable provisions of Exhibit C attached hereto. In the event of any conflict between the provisions of Exhibit C and the provisions of this SaaS Agreement, the provisions of Exhibit C shall prevail, in relation to the context thereof.

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EXHIBIT A - Premium SaaS Support Policy

This Attachment details SailPoint’s premium identity and access management support and maintenance services to the Customer’s applicable SaaS Service.

and which SailPoint furnishes, without charge, to all other customer of SaaS.

1. SaaS Support Entitlement

During the SaaS subscription term identified in an Order, Customer will receive Premium SaaS Support that includes i) support seven (7) days a week twenty-four (24) hours a day for Severity 1 problems and ii) support during business hours of Monday-Friday, 8am-6pm local time elected by Customer excluding local holidays for all other severity problems.

2. Premium SaaS Support

SaaS Support provides Customer with the following services:

- a) Telephone or electronic support in order to help Customer locate and correct problems with the SaaS.
- b) Bug fixes and code corrections to correct SaaS malfunctions to bring such SaaS into substantial conformity with the operating specifications.
- c) All extensions, enhancements and other changes that SailPoint, at its sole discretion, makes or adds to the SaaS

3. Response and Resolution Goals

- “business hours” coverage (Monday-Friday, 8am-6pm local time elected by Customer excluding local holidays)
- “Problem” means a defect in SaaS as defined in SailPoint’s SaaS specification which significantly degrades such SaaS.
- “Fix” means the repair or replacement of SaaS component in the form of a patch or e-fix to remedy Problem.
- “Workaround” means a change in the procedures followed or data supplied by Customer to avoid a Problem without substantially impairing Customer’s use of the SaaS.
- “Respond” means acknowledgement via email of Problem received containing assigned support engineer name, date and time assigned, severity assignment, and other information

<i>Problem Severity</i>	<i>Response Times</i>	<i>Resolution Goals</i>
1. The SailPoint application is completely unavailable or seriously impacted, and there is no reasonable workaround currently available.	SailPoint will Respond within 30 minutes for Severity 1 issues and within 1 business hour for all other severity issues.	Upon confirmation of receipt, SailPoint will begin continuous work on the Problem; provided that a Customer resource is available at any time to assist with Problem determination. SailPoint will use commercially reasonable efforts to provide a Workaround or Fix within 8 hours, once the Problem is reproducible or once SailPoint has identified the defect. SailPoint may incorporate a Fix for the Problem in a future release of the SaaS service.
2. The system or SailPoint application is seriously affected. The issue is not critical and does not comply with the Severity 1 conditions. There is no workaround currently available or the workaround is cumbersome to use.	SailPoint will Respond within 1 business hour.	SailPoint will provide commercially reasonable efforts to provide a Workaround or Fix within 3 business days.
3. The system or SailPoint application is moderately affected. The issue is not critical and the system has not failed. The issue has been identified and does not hinder normal operation, or the situation may be temporarily circumvented using an available workaround.	SailPoint will Respond within 1 business hour.	SailPoint will provide commercially reasonable efforts to provide a Workaround or Fix within 7 business days.
4. Non-critical issues, general questions, or situations where functionality does not appear to match documented specifications but has no business impact.	SailPoint will Respond within 1 business hour.	SailPoint will provide commercially reasonable efforts to provide an answer within 10 business days. Resolution of a problem may appear in a future release of the SaaS.

4. Accessing Support

In addition to online help in the SaaS, which can be accessed by clicking the “Help” tab when logged into the SaaS service, function-specific help information can also be accessed throughout the SaaS using the ‘?’ option.

The Compass online community (<https://community.sailpoint.com>) is available 24x7 for self-service technical assistance including:

- Accessing our knowledgebase, product documentation, technical articles, and FAQs
- Viewing supported platforms and hardware

The online support portal (<http://www.sailpoint.com/services/online-support>) is used to manage Customer cases and includes:

- Logging support cases and case communication
- Submitting new product enhancements
- Support Policy documentation
- Reporting status of cases

The support email address is support@sailpoint.com. Local and toll-free support phone numbers are listed in SailPoint’s Compass online community.

Access to Support is available to a maximum of 10 named contacts per contract, list to be provided and maintained by Customer.

EXHIBIT B - SERVICE LEVEL AGREEMENT

This Attachment details SailPoint's Service Level Agreement ("SLA") for the Customer's production instance of the SaaS Service.

1. Standard Terms.

- a. During each calendar month of the Term, SailPoint warrants at least 99.9% System Availability.
- b. System Availability is calculated per calendar month by:
 - i. Dividing (x) the total minutes during which the user interface of the SaaS Service in a Customer production instance are available in the month *minus* the total minutes of scheduled maintenance in the month, by (y) the total minutes in the month *minus* the total minutes of scheduled maintenance in the month; and
 - ii. Multiplying such result by 100.

For purposes of calculating System Availability, only SaaS Service unavailability exceeding 30 seconds will apply.

- c. SailPoint reserves the right to take the SaaS Service offline for scheduled maintenance for which Customer has been provided reasonable notice and SailPoint reserves the right to change its maintenance window upon prior notice to Customer.
2. Exclusions. Customer shall not have any remedies under this SLA to the extent any SLA Claim is due to unavailability of the SaaS Service resulting from: (a) a Force Majeure Event, (b) issues associated with the Customer's computing devices, local area networks, or internet service provider connections, (c) use of the SaaS Service outside the scope described in this SaaS Agreement, or (d) inability to deliver the SaaS Service due to acts or omissions of Customer or any User.
3. SLA Claims. Customer must notify SailPoint customer service via support ticket within five (5) business days from the occurrence of the SLA incident and provide the details of the incident (a "SLA Claim"). SailPoint will use log files, database records, audit logs and any other information available to validate an SLA Claim and make a good faith judgment on the applicability of this SLA to such SLA Claim. In the event an SLA Claim is denied, SailPoint shall make the information used to validate such SLA Claim available for auditing by Customer at Customer's request.
4. Service Credits. If System Availability is less than 99.9% in an individual month and if Customer has fulfilled all of its obligations under the SaaS Agreement, then upon Customer submitting and SailPoint validating an SLA Claim, SailPoint will

issue a Service Credit in Customer's next invoice, calculated in accordance with the below chart. "Service Credit" represents a percentage of the monthly fee associated with the affected SaaS Service. In any given calendar month, Customer shall in no event be entitled to receive a Service Credit that exceeds 50% of its monthly fee for the affected SaaS Service.

<u>% System Availability</u>	<u>Service Credit</u>
< 99.9%	10%
< 99.0%	20%
< 98.0%	30%
< 97.0%	40%
< 96.0%	50%

5. Alternative Remedies.

- a. At Customer's election through written request, in lieu of the foregoing Service Credit, SailPoint shall provide a credit to Customer in the equivalent dollar amount as the Service Credit to be used for additional Identity Cubes, a Term extension, or future SaaS Service renewals.
- b. If SailPoint fails to meet its obligations under the terms of this SLA for (i) three (3) consecutive months or (ii) five (5) months during a calendar year period, then Customer may, in its sole discretion, terminate the SaaS Agreement without penalty and SailPoint shall immediately refund to Customer a pro-rata portion of any prepaid fees paid by Customer to SailPoint that cover the remainder of the Term after the effective date of termination. If Customer desires to terminate the SaaS Agreement pursuant to this provision, Customer must provide written notice to SailPoint pursuant to the SaaS Agreement of such election within ten (10) calendar days of the last day of the three (3) consecutive month period in section (i) of the preceding sentence or the fifth (5th) month in section (ii) of the preceding sentence.
- c. The remedies stated in this SLA are Customer's sole remedies and SailPoint's exclusive liability for interruption of SaaS Service and SailPoint's failure to meet System Availability.

6. Miscellaneous. Customer may inquire at any time as to SailPoint's compliance with the provisions of this SLA by way of accessing SailPoint's general status website, located currently at <http://status.sailpoint.com>.

EXHIBIT C - COUNTRY-SPECIFIC CONTRACT TERMS

1. Where French Law applies:

(a) The parties to this Agreement do not intend to condition their engagement to a period of reflection, as mentioned in Article 1122 of the French Civil Code.

(b) The parties, fully informed of their rights under Article 1195 of the Civil Code, expressly exclude the application to unforeseen circumstances, as defined in Article 1195 of the Civil Code, regardless of the circumstances beyond the parties' control. The parties agree to assume the risks relating to any change in circumstances unforeseeable as of the Effective Date that would render its performance excessively onerous for a party, and expressly waive the right to request any renegotiation and/or judicial and/or non-judicial review of this Agreement on the hardship basis.

(c) By way of derogation from the provisions of article 1221 and article 1222 of the Civil Code, the parties agree in the event SailPoint fails to fulfill its obligations, Customer may not request forced execution and/or enforce SailPoint's obligation by itself or by a third party, at the expense of SailPoint. If such event occurs, Customer shall send a prior written notice to SailPoint related to the non-performance and the provisions as agreed in Section 6.6 of this SaaS Agreement, shall apply only.

(d) By way of derogation from the provisions of article 1223 of the Civil Code, the parties agree in the event SailPoint fails to fulfill its obligations, Customer may not reduce the price proportionally.

(e) The notice to perform SailPoint's obligations will take effect only if it refers expressly to the non-performance and Section 6.2. of this Agreement.

(f) In relation to Section 5.2 (Fees, Invoicing and Payments) of this Agreement:

- i. It is expressly agreed between the parties that in relation to a notice pursuant to such Section 5.2, Customer will be validly put on formal notice of Customer to comply with its payment obligations, in accordance with the provisions of article 1344 of the Civil Code.
- ii. No discount will be granted in the event of early payment.
- iii. Customer delaying any payment properly due and owing to SailPoint becomes a debtor to SailPoint automatically, in addition to the penalties for late payment, of a fixed allowance for recovery costs of forty (40) euros according to articles L441-10 and D441-5 of the French commercial code. SailPoint reserves the right to claim an additional compensation justifying having spent more than forty (40) euros for recovery costs.

2. Where German law applies:

(a) Limitation of Liability. Section 8 of this SaaS Agreement (Limitation of Liability) shall be replaced in its entirety with the following provisions:

- (i) *Neither Party excludes or limits its liability;*
 1. *in case of intent and gross negligence;*
 2. *in case of injury of body, life or health;*
 3. *for any breach of the "Indemnification" or "Confidentiality" provisions of this SaaS Agreement;*
 4. *for a breach of its respective obligations under the DPA due to willful misconduct, or gross negligence;*
 5. *in case of a warranty (Garantie), for losses arising from the lack of any warranted characteristics, up to the amount of damage which, given the purpose of the warranty, could be typically expected and which was foreseeable for SailPoint at the time the warranty was given;*
 6. *according to the German Product Liability Act (Produkthaftungsgesetz) in the event of product liability.*

(ii) *In case of breach of any material duty, which was essential for the conclusion of this SaaS Agreement and on which the other party may rely (Kardinalspflicht), through simple negligence, the liability of the infringing party shall be limited to the amount which was foreseeable and typical with regard to the time and kind of the respective action.*

(iii) *SailPoint shall be liable for loss of data only up to the amount of typical recovery costs which would have arisen had proper and regular data backup measures been taken by the Customer;*

(iv) *A further liability does not subsist. The preceding limitation of liability does also apply with regard to personal liability of each party's employees, representatives and board members.*

(v) *Both parties hereunder specifically acknowledge that the limitations of liability and exclusion of damages stated herein are reflected in the pricing and, but for such limitations and exclusions, SailPoint would not have provided the services to Customer.*

(b) Warranties. In deviation from Section 7.2 of this SaaS Agreement (Disclaimer), the language "SailPoint does not warrant that the SaaS service will be error free or uninterrupted" shall be deemed to be deleted and apart from the warranties explicitly mentioned in Section 7.1 (Warranties and Remedies), nothing in this SaaS Agreement shall be construed as a warranty.

(c) Other amendments.

(i) In deviation from Section 5.2(a) (Direct Purchases from SailPoint), late charges shall always accrue at the statutory default interest rate of 9 percentage points above the basic rate of interest per year (Sec. 288 para 2 German Civil Code).

(ii) In addition to Section 6.2 (Termination for Material Breach), SailPoint shall also reimburse the Customer for all fees already paid for Services which were provided before the termination came into effect, insofar as the Customer proves that the Services had no value to him up to this point in time due to the circumstance which led to the termination.