



## FAQ for Tealium Master Services Agreement

Thank you for taking the time to review this FAQ. It was designed to provide you with helpful information about Tealium's customer data platform delivered via our SaaS offering and the accompanying Master Services Agreement that was drafted to describe unique aspects and functionality of the Services ("MSA"). This FAQ is provided for informational purposes only and does not form part of the contract being contemplated between the parties.

### The Tealium Services

#### What am I buying?

The platform is provided to all our customers on a shared architecture, code base, and infrastructure (multi-tenant cloud). Because of the multi-tenant nature of the platform, we can't provide custom service offerings or change our policies or procedures for individual customers. It is important that our customers understand that they are purchasing a subscription to existing cloud-based services which can be used across any industry.

#### What if I purchase a private cloud instance of the platform?

Private cloud customers are not in a shared architecture but the code base and infrastructure are the same as those in the multi-tenant cloud. Similarly, we do not provide custom service offerings or change our policies or procedures for individual customers.

#### What am I not buying?

Tealium does not provide customized software, work for hire, deliverables owned by our customers, or bespoke software. Tealium does not provide industry-specific services or personal services.

**Pricing.** All costs and the payment schedule will be listed in the service order. The platform is provided on a standard "pay in advance" subscription service, with the payment based on annual volume purchased (as opposed to seats or users). If you exceed the annual volume purchased, you will be charged for "Overages" as set forth in your service order. Implementation and training costs are separate.

#### Why use the Tealium MSA?

**Specially-crafted documents.** As described in this FAQ, the platform is based on a multi-tenant "one-for-all" model. Our MSA was carefully drafted to accommodate and describe the unique features of the platform, including definitions and descriptions of our products, our security and privacy measures, our SLAs, etc. We regularly review our MSA and have created a fair and balanced agreement based on customer feedback and industry accepted positions.

The **Service Order** contains the specifics of what services you are purchasing, including the volume and time commitment, along with invoice schedules and payment timeframes. When we perform implementation services, or training services, we may include a **Statement of Work** that contains some additional terms and details about the scope of those services.

#### What is the structure of the MSA?

Our MSA, together with applicable Service Orders and Statements of Work, contains the legal terms that govern our relationship, including: (i) the definitions we use to describe the platform and related services, (ii) warranties, (iii) provisions about intellectual property, (iv) confidential information obligations, (v) indemnity, and (vi) insurance.

The MSA will also include other documents as referenced or attached:



- The Service Level Agreement (“SLA”) contains our commitment to availability across our platform, and your remedies in the unlikely event we do not meet our commitment.
- The Data Security Statement (“DSS”) contains details of the technical and organizational security measures designed to protect your data.
- The Data Processing Agreement (“DPA”) contains details of our data processing commitments in compliance with applicable privacy laws and regulations.
- The Business Associate Agreement (“BAA”), if applicable, contains details of our commitments within our HIPPA-compliant Private Cloud.

**Can the Tealium MSA be modified?** We anticipate that customers may want to talk through our documents to understand our positions, but our expectation is that no modifications are needed to our MSA. We have carefully crafted our documents to reflect our policies and procedures while being fair and balanced to our customers. Tealium is unable to apply, for example, different security terms to only your specific account. Our indemnification and limitation of liability have been specifically balanced to reflect an acceptable risk based on the underlying transaction and we are unable to approve a higher risk level on an individual basis. Our service levels and delivery methods are standard across all of our products and we cannot change our processes or levels for just one customer. For specific changes to payment and other commercial terms, your Tealium representative can discuss available options.



## Tealium Inc. Master Services Agreement

This Master Services Agreement (“**MSA**”) is entered into by and between Tealium Inc., a Delaware corporation (“**Tealium**”) and the customer identified in the “Tealium Inc., Master Services Agreement (“**MSA**”) - Signature Page” document (“**Customer**”). These terms of service apply to businesspersons and companies in the sense of Section 14 of the German Civil Code (they are not intended for consumer business). This MSA consists of the terms of service set forth below and any attachments, addenda or exhibits referenced in (or attached to) this MSA.

### Terms of Service

**1. Definitions.** The following defined terms are used in this MSA:

“**Affiliate**” means an entity controlled by, controlling, or under common control with, a Party for as long such control exists.

“**Authorized Usage Level**” means the maximum number of Sessions, Events, Attributes, or other usage units (as specified on the applicable Service Order) that can be initiated using the Services without incurring an Overage Fee.

“**Code**” means any and all HTML code, JavaScript, mobile SDK or other computer language code or instructions that Tealium provides to Customer in conjunction with the Services. The Code will be deemed part of the Tealium Technology, as such Technology is defined below.

“**Code of Conduct**” means Tealium’s Code of Ethics and Business Conduct located at:

<https://tealium.com/download/tealium-code-of-ethics-business-conduct/>

“**Collect Tag**” means the single, specific piece of Code that enables the collection of data from Digital Properties and transmission of that data to the Services.

“**Confidential Information**” means any information disclosed by one Party to the other in writing and marked “confidential” or which should, under the circumstances, be understood to be confidential by a person exercising reasonable business judgment. Confidential Information includes without limitation: (a) matters of a technical nature such as trade secret processes or devices, know-how, data, formulas, inventions (whether or not patentable or copyrighted), specifications and characteristics of products or services planned or being developed, and research subjects, methods and results; (b) matters of a business nature such as information about costs, profits, pricing, policies, markets, sales, suppliers, customers, product plans, and marketing concepts, plans or strategies; (c) matters of a human resources nature such as employment policies and practices, personnel, compensation and employee benefits; (d) other information of a similar nature not generally disclosed by disclosing Party to the public; (e) information provided by either Party in connection with any request for proposal or similar process initiated by Customer; and (f) Customer Data.

“**Connector**” means a connection between Tealium servers and a Customer-selected vendor’s servers as implemented in connection with the Tealium AudienceStream or EventStream Services.

“**Customer Data**” means electronic data and information submitted by or for Customer to the Services including enhancement and output thereof derived from use of the Services. For the avoidance of doubt, Customer Data includes Visitor Profile Data.

“**Data Retention Period**” means the period of time event-related or audience-related data will be retained in a Customer-selected Tealium data storage Service. Customer Data will be retained for the Data Retention Period specified in the applicable Service Order. For the Tealium AudienceDB and EventDB



Services, if no period is specified in the applicable Service Order the Data Retention Period is 13 months. For the AudienceStore and EventStore Services, the Data Retention Period is thirty (30) days.

“**DPA**” means the Data Processing Agreement agreed between the parties, or if none is agreed then the Data Processing Addendum located at:

<https://tealium.com/download/legal-americas-cpp-2024/>

“**DSS**” means the Data Security Statement located at:

<https://tealium.com/download/legal-americas-cpp-2024/>

“**Digital Property**” means a domain, native app, mobile app, connected device, or digital instance on which the Services are deployed that are (a) owned and administered by Customer, (b) owned by an Affiliate of Customer and administered by Customer, or (c) owned and administered by an Affiliate authorized to use the Services pursuant to this MSA.

“**Documentation**” means Tealium's published technical documentation and usage guides for the applicable Service made available in Tealium's online help files or through the Services.

“**Malicious Code**” means computer instructions or software code whose purpose is to disrupt, damage or interfere with the Services or any Party's computer or communications systems, networks, facilities or equipment, or to provide unauthorized access to such systems, networks, facilities or equipment. Examples of Malicious Code include, without limitation, any code containing viruses, Trojan horses, worms, traps, spyware, back doors, disabling devices or similar destructive code or code that self-replicates.

“**Non-Tealium Products**” means third party systems or services with which Customer may have the ability to connect, many of which may be listed on the Tealium website (which list may vary from time to time) under “integrations” or “marketplace”.

“**Overage Fee**” means the fee or fees identified on the applicable Service Orders that will apply if Customer's use of the Services exceeds the Authorized Usage Level.

“**Parties**” means Tealium and Customer and “**Party**” means either one of them, as context requires.

“**Personal Data**” has the meaning set forth in applicable law or regulations relating to the collection, use, storage or disclosure of information about an identifiable individual, or if no definition, means information about an individual that can be used to identify, contact or locate a specific individual, or can be combined with other information that is linked to a specific individual to identify, contact or locate a specific individual.

“**Prohibited Data**” means Personal Data whose unauthorized disclosure or use could reasonably entail a serious potential security or privacy risk for a data subject, including but not limited to government issued identification numbers such as national insurance numbers, passport numbers, driver's license numbers, or similar identifier, or credit or debit card numbers, medical or financial information, biometric data, and/or financial, medical or other account authentication data, such as passwords or PINs.

“**Security Incident**” means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of or access to Customer Data, but does not include any Unsuccessful Security Incident.

“**Services**” means any and all subscription or recurring services, including use of the Code, purchased by Customer as specified in one or more Service Orders and provided by Tealium under the MSA.

“**Service Order**” means a service order, including any attachments, that is signed by Tealium and Customer, which sets forth the Services and Technical Services to be provided/performed by Tealium, the



price, the payment terms, the Authorized Usage Level(s), the term of the Service Order (“**Service Term**”), and other relevant terms.

“**Service Data**” means the statistical data derived from the operations of the Services, including without limitation, the number of records in the Services, the number and types of transactions, configurations and reports processed in the Services and the performance results for the Services. Service Data shall not include any Customer Data or User Data.

“**SLA**” means the Tealium Service Level Addendum located at:  
<https://tealium.com/download/legal-americas-cpp-2024/>

“**SOW**” means a statement of work agreed by the Parties describing the Technical Services to be performed, and any related dependencies, technical specifications or other information.

“**Tealium Systems**” means the data centers, servers, networking equipment, applications, and host software systems (e.g. virtual firewalls) that are within the control of Tealium or its sub-processors and are used to provide the Services.

“**Technical Services**” means certain implementation, deployment, configuration, consulting, training, professional, and educational services, and project management performed by Tealium that may be described in an SOW or Service Order and subject to this MSA.

“**Technology**” means any proprietary technology, including internet design, content, software tools, hardware designs, algorithms, software (in source and object forms), user interface designs, architecture, class libraries, objects, and documentation (both printed and electronic), know-how, trade secrets, and any related intellectual property rights (including without limitation copyright, patent, trade secret, and trademark rights) throughout the world and any derivatives, improvements, enhancements, or extensions of such technology conceived, reduced to practice, or developed during the Term by the owner of such technology.

“**Unsuccessful Security Incident**” means an unsuccessful attempt or activity that does not compromise the security of Customer Data, including (without limitation) pings and other broadcast attacks on firewalls or edge servers, port scans, unsuccessful log-on attempts, denial of service attacks, packet sniffing (or other unauthorized access to traffic data that does not result in access to Customer Data) or similar incidents.

“**User Data**” means the login details and contact information of the authorized users of the Services and such users’ preferences and activities within the Services.

“**Visitor**” means an individual or entity that accesses Digital Properties on which the Services are implemented.

“**Visitor Profile Data**” means data concerning Visitors derived from Customer Data processed with Tealium’s AudienceStream Service.

“**Visitor Profile Term**” means the trailing period of time in which a Visitor must visit a Digital Property in order to be included in a given set of Visitor Profile Data. If a specific Visitor Profile Term is not defined on a given Service Order, the applicable Visitor Profile Term will be the thirteen (13) month period immediately preceding the time of measurement. This definition applies to the AudienceStream Services.

## **2. Services, Service Levels and Customer Assistance.**

**2.1 Services.** Each Service Order specifies an Authorized Usage Level and Service Term(s). Customer will either (a) ensure that use of the Services does not exceed its Authorized Usage Level or (b) if use of the Services exceeds the Authorized Usage Level, it will pay the Overage Fees according to the terms of the applicable Service Order.



## 2.2 Use of Services.

Customer is authorized to use the Services with respect to all Digital Properties in accordance with this MSA. If Customer purchases any Services without also purchasing Tealium iQ Services, Customer may deploy the Collect Tag only for transmitting data to Tealium.

Tealium grants Customer a limited, non-exclusive, non-transferable (with no right to sublicense) right and license to copy the Code only for insertion in Digital Properties for use in connection with the Services. Tealium does not grant any other rights to the Code. Tealium reserves all rights not expressly granted under this MSA, and there are no implied rights granted by Tealium hereunder, whether by estoppel or otherwise.

**2.3 Affiliate Use of the Services.** Subject to Tealium's consent, Affiliates may purchase Services from Tealium by executing a Service Order which is governed by the terms of this MSA. This will establish a new and separate agreement between the Affiliate and Tealium. If the Affiliate resides in a different country than Customer, then the Service Order may include modifications to terms applicable to the transaction(s) (including but not limited to tax terms and governing law).

**2.4 Service Level Agreement.** Tealium will provide the Services in accordance with the terms set forth in the SLA. The remedies set forth in the SLA are Tealium's sole liability, and Customer's sole and exclusive remedy, for any failure of Tealium to provide the Services in accordance with the performance metrics set forth in the SLA. Such exclusivity of remedies and Tealium's limitation of liability shall, however, not apply in case of Tealium's gross negligence or willful misconduct or in any case of personal injuries or death.

**2.5 Customer Assistance.** Customer will supply Tealium personnel with such information, resources, and assistance as Tealium may reasonably request in order to provide the Technical Services. Customer acknowledges and agrees that Tealium's ability to successfully perform the Technical Services in a timely manner is contingent upon its timely receipt from Customer of such information, resources and assistance as may be reasonably requested by Tealium. Tealium will have no liability for deficiencies or delays in the Services resulting from the acts or omissions of Customer, its agents, or employees or performance of the Services in accordance with Customer's instructions.

**2.6 Regions.** Customer may specify the location(s) where Customer Data, not including User Data, will be hosted at rest within the Tealium Systems. The list of hosting locations can be found at [Tealium Sub-Processors Page](#) as updated by Tealium from time to time (each a "Region"). As of the Effective Date, the Regions include the following countries: (i) USA, (ii) Ireland, (iii) Germany, (iv) Japan, (v) Australia, and (vi) Hong Kong. Once Customer has made its choice during deployment of the Services, Tealium will not transfer the at-rest hosting of Customer Data from Customer's selected Region(s) except under Customer's further instructions or as necessary to comply with the law or a valid and binding order of a law enforcement agency (such as a subpoena or court order). User Data is hosted in the USA.

**2.7 Code of Conduct.** Tealium will ensure that it complies with its Code of Conduct at all times during the Term of this MSA. Tealium will provide Customer with documentary evidence of Tealium's compliance with its Code of Conduct as may be reasonably requested from time to time by Customer.

**3. Non-Tealium Products or Services.** The Services may enable Customer to connect to and exchange data with Non-Tealium Products. Tealium does not support Non-Tealium Products, and Customer decides whether or not to enable them. Any use of Non-Tealium Products in connection with the Services is solely between Customer and the applicable third party provider. If Customer's use of the Services includes use of Connectors, then Customer covenants that (a) it has a contractual relationship with the vendor giving Customer the right to exchange Customer Data with such vendor through a Connector, and (b) it will comply with all obligations and restrictions imposed by such vendor. Customer acknowledges that modification and connectivity of the vendor specific API is controlled by such vendor. Customer understands and accepts





that any changes, updates or upgrades to/of the Non-Tealium Products may impact the ability of the Customer to connect to, use and/or exchange data with such Non-Tealium Products through the Services. Tealium will have no responsibility for any Customer Data sent to Non-Tealium Products beyond the demarcation point of the Tealium Systems.

#### **4. Payments.**

**4.1 Invoices.** Customer will pay the fees set forth in the invoices in the amounts and at the times stated in each Service Order in full and without deduction. Customer will pay any fees incurred pursuant to Section 12.4. Any payment not received when due will accrue interest on the outstanding amount at a rate of one percent (1%) per month or the highest rate allowed by applicable law, whichever is lower. Customer will pay to Tealium all expenses incurred by Tealium in exercising its rights to late payments under this MSA, including, but not limited to, reasonable attorneys' fees and the fees of any collection agency retained by Tealium.

**4.2 Taxes.** All sums payable under this MSA are exclusive of: (a) VAT, GST or any relevant local sales or use taxes; (b) income taxes assessed by any governmental agencies, including, but not limited to withholdings and royalties; and (c) other taxes and similar fees imposed on the delivery of Services, (collectively "Taxes"). Customer will be responsible for the payment of all Taxes except for taxes on Tealium's income.

**4.3 Expenses.** Unless otherwise specified in the applicable Service Order, Customer agrees to reimburse Tealium for pre-approved travel, lodging and meal expenses incurred in the course of providing Technical Services at any location other than Tealium's site in accordance with Customer's travel expense policy.

#### **5. Intellectual Property.**

**5.1 Customer Proprietary Rights.** Customer Data is owned by Customer. Customer Data is Customer Confidential Information. Tealium may use Customer Data only as reasonably necessary for Tealium (a) to provide the Services, (b) to prevent or address support, security and technical issues, (c) to comply with the terms of this MSA, and (d) as otherwise permitted by Customer. Neither this MSA nor its performance transfers from Customer to Tealium any ownership in Customer Data or Customer Technology.

**5.2 Tealium Proprietary Rights.** Tealium, or its licensors, retains all right, title and interest in and to the Services including all Technology that is a part of the Services or that Tealium makes, develops, conceives or reduces to practice, whether alone or jointly with others, in the course of providing the Services. Tealium Technology includes, without limitation, any models created through the use of machine learning and all algorithms developed by Tealium. All Tealium Technology is Tealium Confidential Information. All suggestions, enhancement requests, feedback, recommendations, and other input provided by Customer relating to the Services or Tealium Technology will be owned by Tealium. Neither this MSA nor its performance transfers from Tealium to Customer any Tealium Technology.

**5.3 Service Data.** Tealium may collect and use Service Data to monitor performance of the Services, monitor and measure Customer's usage, and develop, improve, support, and operate its products and Services.

**5.4 User Data.** As part of the Services provided to the Customer, Tealium collects and uses User Data: (a) to allow authorized users to access and use the Services and communicate with Tealium regarding the Services; and (b) to develop, improve, support, and operate Tealium's products and services.

## 6. Confidentiality.

**6.1 Obligations.** Each Party agrees that it will (a) hold the other Party's Confidential Information in confidence using the same standard of care it uses to protect its own confidential information of a similar nature, but in no event less than reasonable care; (b) not disclose the Confidential Information of the other to any third party without the other Party's prior written consent, except as expressly permitted under this MSA; (c) limit access to the other's Confidential Information to those of its employees or agents having a need to know who are bound by obligations of confidentiality and non-use at least as restrictive as those set forth herein; and (d) use the other Party's Confidential Information solely to perform its obligations or receive its benefits under this MSA. The obligations set forth in this Section 6 will apply during the Term set forth in Section 12.1 and will continue for a period that will end five years after the expiration or termination of this MSA, or, in the case of trade secrets, for so long as the information constitutes a trade secret under applicable law. Following termination of this MSA or upon request of the disclosing Party, all Confidential Information in any form and any copies thereof in the custody and control of the receiving Party will be deleted, destroyed or returned.

**6.2 Exclusions.** The restrictions on the use and disclosure of Confidential Information will not apply to any Confidential Information, or portion thereof, which (a) is or becomes publicly known through no act or omission of the receiving Party; (b) is lawfully received from a third party without restriction on disclosure; (c) is already known by the receiving Party without a duty of confidentiality at the time it is disclosed by the disclosing Party, as shown by the receiving Party's written records; or (d) is independently developed by the receiving Party without reference to the disclosing Party's Confidential Information, as shown by the receiving Party's written records. Notwithstanding the foregoing, either Party may make disclosures as required by a court of law or any governmental entity or agency including but not limited to disclosures required by the Securities and Exchange Commission of the United States or any similar authority in any other country, provided that, to the extent permitted under applicable law, such Party provides the other with reasonable prior notice to enable such Party to seek confidential treatment of such information; and either Party may disclose the terms and conditions of this MSA to potential investors, acquisition partners and its legal counsel and accountants in connection with a proposed financing or acquisition, provided that each such third party is bound by confidentiality obligations at least as restrictive as those set forth herein.

## 7. Customer's Warranties.

**7.1 Customer Affirmative Warranties.** Customer warrants that it will use the Services only in accordance with this MSA (including all addenda) and in accordance with all applicable laws and government regulations. Customer will use the Services only for its own and its Affiliates' (as applicable) internal business operations and only on Digital Properties. Customer is responsible for properly (a) configuring the Services, (b) using the controls available in connection with the Services (including the security controls), and (c) taking such steps as Customer considers adequate to maintain appropriate security, protection, deletion, and backup of Customer Data, which may include use of encryption technology to protect Customer Data from unauthorized access, and routine archiving of Personal Data. Customer warrants that it has conducted a reasonable investigation of Tealium's information security program including Tealium's administrative, logical and physical data security controls described in the DSS and that such measures are consistent with Customer' information security requirements.

**7.2 Customer Negative Warranties.** Customer warrants that it will not do, or permit any third party to do, any of the following: (a) make the Services available for use by or for the benefit of any third party (other than Customer's contractors or consultants acting on behalf of Customer); (b) modify, reverse engineer, disassemble, decompile, reproduce or create derivative works from the Services or Tealium Technology, unless explicitly permitted under sec. 69d or sec. 69e of the German Copyright Act; (c) use or access the





Services in order to develop a competitive or similar product or service or otherwise copy any features or functions of the Services; (d) interfere with or disrupt or attempt to interfere with or disrupt the integrity or the performance of the Services; (e) gain or provide unauthorized access to the Services or its related systems or networks; (f) introduce into the Services, the Tealium Technology, or the Tealium Systems or computer network any Malicious Code, either directly or through a third party to whom Customer provides or from whom Customer receives Customer Data.

**7.3 Data Protection Warranties.** Customer has the sole responsibility for the accuracy, quality, and legality of Personal Data and the means by which it acquired Personal Data. Customer warrants that it will not transmit to Tealium nor require Tealium to process any Prohibited Data. In the event that Customer causes Personal Data to be processed under this MSA, Customer warrants that it will comply with all applicable laws and regulations, or any equivalent, applicable legislation. Customer agrees that it has the authorization necessary for Personal Data to be processed pursuant to this MSA, prior to transfer to Tealium. Customer warrants that it will establish user login credentials such as usernames, passwords and PINs (“Account Credentials”) for Customer’s authorized users to access and use the Services. Customer is solely responsible for protecting the confidentiality of Customer’s Account Credentials. Tealium will have no liability for any access to Customer’s account unless such access is caused by Tealium’s breach of this MSA.

**7.4 Acceptable Use Policy.** Customer may not use, or facilitate or allow others to use, the Services: (a) for any illegal or fraudulent activity; (b) to violate the rights of others; (c) to threaten, incite, promote, or actively encourage violence, terrorism, or other serious harm; (d) for any content or activity that promotes child sexual exploitation or abuse; (e) to violate the security, integrity, or availability of any user, network, computer or communications system, software application, or network or computing device; (f) to distribute, publish, send, or facilitate the sending of unsolicited mass email or other messages, promotions, advertising, or solicitations (or “spam”); (g) in a manner that adversely affects the performance of the Tealium Systems, degrades the performance of the Services for other Tealium customers, or causes a Spike (as defined below).

Tealium may investigate any suspected violation of this Section and remove or disable access to any content or resource that violates this Section. Customer agrees to cooperate with Tealium to remedy any violation.

When determining whether there has been a violation of this Section, Tealium may consider Customer’s ability and willingness to comply with this Section, including the policies and processes Customer has in place to prevent or identify and remove any prohibited content or activity.

If Customer becomes aware of any violation of this Section, Customer will immediately notify Tealium (at [legal@tealium.com](mailto:legal@tealium.com)) and provide Tealium with assistance to stop or remedy the violation.

**7.5 Spike Notification.** Customer agrees to provide Tealium with written notice of an anticipated increase in usage that is ten times or greater than Customer’s average daily traffic over the preceding 30 days (a “**Spike**”) no later than 48 hours before the occurrence of a Spike. If the Spike is unanticipated, each Party agrees to notify the other Party immediately upon becoming aware of a Spike and will work together to resolve the impact of such Spike to the Services.

## **8. Tealium Warranties.**

**8.1 Tealium Limited Warranties.** Tealium solely represents and warrants that it will (a) perform the Technical Services in a professional and workmanlike manner in accordance with recognized industry standards; (b) provide the Services in accordance with the Documentation; (c) make the Services available in accordance with Tealium’s obligations under applicable laws and government regulations, including any



applicable privacy laws described further in Section 8.2 below; and (d) not introduce into Customer's system or computer network any Malicious Code. Tealium further warrants the non-infringement of third party intellectual property rights as per Section 10 below.

Tealium warrants neither that the Service is available in an uninterrupted or error-free manner nor that the Service will meet any existing or future Customer requirements which are not explicitly set forth in Documentation or Service Order.

In addition, the limited warranty granted under this Sect. 8.1 above shall not apply if a non-compliance of the Service (v) is not reproducible by a computer; (w) is not due to Tealium's default (negligence of willful misconduct) or beyond Tealium's reasonable control; (x) results from any use of the Service which is not accordance with the Documentation, SLA or Service Order; (y) results from any modification to the Service without Tealium's prior written authorization; and/or (z) results from a malfunction of Customer's or any third party's equipment or software.

The above limitations on the warranty shall not apply in case the non-compliance of the Service results from Tealium's gross negligence or willful misconduct or in any case of bodily harm or death.

**8.2 Data Security and Privacy.** Tealium will maintain an information security program in accordance with the DSS. Tealium warrants that it will process Personal Data in accordance with the DPA.

**8.3 Notice of Warranty Deficiencies.** Customer must notify Tealium of any warranty deficiencies under Section 8.1(a) above within 60 days after performance of the relevant Technical Services. The remedy for breach of Section 8.1(a) is Tealium will correct the non-conforming Technical Services at no additional charge to Customer. Regarding any Technical Services performed by Tealium that are advisory, no specific result is assured or warranted by Tealium. The remedy for breach of Sections 8.1(b), (c) and (d) is that Tealium will cure or remediate the breach within a reasonable time after notice from Customer of the breach, and if Tealium is unable to cure or remediate the breach within a reasonable time then Customer may terminate the Service Order for the affected Service and receive a refund of prepaid, unearned fees.

**9. Insurance.** During the Term, Tealium agrees to maintain in force at least the following insurance coverage: (a) Commercial General Liability coverage, including coverage for products and completed operations, coverage for liability arising from premises, operations, personal injury and broad form contractual liability with minimum limits of one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) in the aggregate, and such coverage will be primary and non-contributory; (b) Excess or Umbrella Liability coverage with a minimum limit of four million dollars (\$4,000,000) per occurrence and in the aggregate, and such coverage will be primary and non-contributory; (c) Worker's Compensation with statutory limits required by the laws of each state exercising jurisdiction over Tealium's personnel engaged in performing services under this MSA, but in no event less than one million dollars (\$1,000,000) for bodily injury by accident or disease; (d) Business Automobile Liability coverage, covering use of all owned, non-owned and hired vehicles, for bodily injury and property damage with a combined minimum limit of one million dollars (\$1,000,000) per occurrence, and such coverage will be primary and non-contributory; (e) Crime coverage including computer fraud and employees dishonesty coverage for Tealium employees, officers and agents both on-premises and off-premises with a limit of at least five hundred thousand dollars (\$500,000) per occurrence; (f) Professional Liability coverage (errors and omissions) with a limit of five million dollars (\$5,000,000) per occurrence or wrongful act and in the aggregate, which includes multimedia liability, security and privacy liability, network protection, cyber extortion, cyber crime and breach event coverage. The foregoing coverage limits are expressed in U.S. dollars and will be maintained with insurers having an A.M. Best rating of A- or better or an equivalent rating from a recognized insurance company



rating agency. Tealium will provide certificates of insurance showing types of insurance and policy limits upon request.

## **10. Indemnification Obligations.**

**10.1 Tealium's Warranty for Non-Infringement.** Tealium will defend, at its expense, a third party action, suit, or proceeding (a "Claim") against Customer and its directors, officers, and employees (the "Customer Indemnified Parties") to the extent such Claim alleges that the Services infringe an intellectual property right of a third party when used in accordance with this MSA. In addition, Tealium will indemnify the Customer Indemnified Parties for all losses, damages, and expenses (including reasonable attorneys' fees) finally awarded to a third party by a court of competent jurisdiction or agreed to by Tealium in a settlement that are directly attributable to such Claim. Tealium will have no defense or payment obligation or other liability for any Claim arising from: (a) modification of the Services by anyone other than Tealium or a party authorized in writing by Tealium to modify the Services; and (b) the combination of the Services with any other products, services, hardware, software, or other materials (including, without limitation, Non-Tealium Products) if such Services would not be infringing without such combination.

If Customer's use of the Services under the terms of this MSA infringes or Tealium determines that such use may infringe, then Tealium, at its sole option and expense, may either (e) procure for Customer a license to continue using the Services in accordance with the terms of this MSA; (f) replace or modify the allegedly infringing Services to avoid the infringement; or (g) if neither (e) nor (f) are commercially feasible, then terminate the Services and refund any prepaid, unearned amounts. The provisions of this Section 10.1 constitute Tealium's exclusive obligation and Customer's exclusive remedy for third-party infringement Claims, unless the third party intellectual property infringement was caused by Tealium's gross negligence or willful misconduct.

**10.2 Customer Indemnity of Tealium.** Customer will defend Tealium from and against any Claim arising from or relating to Customer's collection or use of Customer Data or Tealium's processing of Customer Data in accordance with Customer's instructions, and will indemnify Tealium for all fines, damages and expenses (including reasonable legal fees) finally awarded against Tealium or agreed in settlement by Customer (including reasonable attorneys' fees) resulting from such Claim.

**10.3 Indemnification Procedures.** Each Party's indemnification obligations set forth in this Section 10 are conditioned upon (a) the indemnified Party providing the indemnifying Party with information and assistance for the defense of such Claim including any settlement, (b) the indemnifying Party being notified promptly in writing of the Claim (provided that failure to provide such prompt notice will not relieve the indemnifying Party from its liability or obligation hereunder, except to the extent of any material prejudice as a direct result of such failure), and (c) the indemnifying Party having sole control of the defense of such Claim and all negotiations for its settlement or compromise (provided, however, the Indemnified Party will have the right to participate in the defense of such Claim at its own expense, and that the indemnifying Party must obtain the prior written consent of the indemnified Party before settling a Claim against the indemnified Party to the extent that such settlement fails to fully release the indemnified Party from liability for the Claim or includes an admission of guilt or payment by the indemnified Party).

## **11. Limitation of Liability.**

**11.1** Tealium's liability, irrespective of its legal ground, shall be unlimited in case of willful misconduct or gross negligence, in case of injuries to life, body or health, pursuant to the terms of the applicable Product Liability Act, or under a guarantee explicitly granted by Tealium.

**11.2** Any liability without fault (“verschuldensunabhängige Haftung”) of Tealium shall be excluded. Such exclusion will especially apply for any cases where the damage was caused by reasons beyond Tealium’s reasonable control (i.e. “force majeure” events).

**11.3** Tealium, irrespective of the legal ground of the damage claim, disclaims any liability for damages caused by slight negligence, except for those damages that result from Tealium’s slightly negligent breach of cardinal duties (i.e. duties which enable the performance of the Service Order and are a precondition of the performance of the Service Order and which Customer may therefore rely upon). Tealium’s liability for slightly negligent breach of cardinal duties shall be limited to such damages which were typical for this kind of business and foreseeable upon the execution of the respective Service Order.

**11.4** The liability of Tealium permitted under Section 11.3 does not cover or include any lost or unrealized revenues or profits. The Parties agree to limit Tealium’s liability permitted under Section 11.3 to the net value of the relevant Service Order for the twelve (12) months preceding the claim. The unlimited liability as per Section 11.1 remains unaffected by this Section.

**11.5** Any liability of Tealium for loss of data or information is limited to the effort required to restore such data or information.

**11.6** The provisions of Sections 11.1 through 11.5 shall apply accordingly for any and all reimbursement or compensation claims (“Aufwendungsersatzansprüche”) of Customer against Tealium.

## **12. Term and Termination.**

**12.1 Term.** The term of this MSA (the “Term”) begins on the Effective Date and continues until the expiration of all the Service Terms of all Service Orders unless earlier terminated in accordance with this MSA. Termination of one Service Order will not affect any other Service Order

**12.2 Termination for Breach.** Either Party may terminate a Service Order upon written notice to the other Party, for any material breach by the other Party if such breach is not cured within thirty (30) days following written notice of such breach from the non-breaching Party. Upon termination by Customer for Tealium’s breach, Tealium will refund any unearned portion of prepaid usage fees.

**12.3 Suspension of Service.** In addition to any of its other rights or remedies (including, without limitation, any termination rights) set forth in this MSA, Tealium reserves the right to suspend provision of Services upon reasonable notice to Customer (email will suffice); (a) if Customer is thirty (30) days or more overdue on a payment; (b) if Tealium deems such suspension necessary as a result of Customer’s breach of Section 2.2 or Section 7; (c) if Tealium reasonably determines suspension is necessary to avoid material harm to Tealium or its other customers, including if the Service is experiencing denial of service attacks, mail flooding, or other attacks or disruptions outside of Tealium’s control; or (d) as required by law or at the request of governmental entities.

## **12.4 Termination Obligations and Procedure.**

A) Upon expiration or termination of an applicable Service Order: (a) All licenses related to the expired or terminated Service will terminate, (b) Customer must cease all use of such Services. If following expiration or termination of a Service, Customer continues to send Customer Data to that Service, Customer will pay for such usage as set forth in Section 12.4 B) below.

B) Upon expiration or termination of the MSA, Customer must remove all copies of Code from all Digital Properties. In addition to any other rights and remedies Tealium has under this MSA and/or applicable law, if Customer does not remove the Code or otherwise continues to send Customer Data to Tealium following



the termination or expiration of this MSA, Customer will pay for such usage at a rate of 180% of the Subscription Fees specified in the most recent Service Order(s) as calculated monthly in arrears. Any use of the Services by Customer pursuant to this Section 12.4 shall be subject to Customer's obligations and limitations under this MSA as if it had not expired or terminated

**12.5 Return and Deletion of Customer Data.** The Services provide Customer with controls that Customer may use to retrieve or delete Customer Data at any time. Up to the termination date of the MSA, Customer will continue to have the ability to retrieve or delete any retained Customer Data in accordance with this Section. To the extent Customer is unable to retrieve or delete such Customer Data itself through its use of the Services, Tealium will assist Customer in such retrieval or deletion upon Customer's written request. Provided Customer has given notice of termination or expiration of this MSA, Tealium will delete retained Customer Data within 90 days following the termination date. In any event, Tealium will delete retained Customer Data within 180 days following the termination date.

**12.6 Survival.** Any payment obligations of Customer, and the provisions of Sections 4, 5, 6, 7.2, 7.3, and Sections 10-17 inclusive will survive termination or expiration of the MSA.

**13. Notices.** All notices permitted or required under this MSA will be in writing, and will be deemed effective: (a) when delivered by personal delivery, (b) upon receipt, for notices delivered by electronic mail as evidenced by a record of return receipt confirmation, or (c) three (3) days after being sent by certified or registered mail or overnight courier. Notices will be sent to the addresses set forth in the applicable Service Order or such other address as either Party may specify in writing in accordance with this paragraph. To be effective, notices to Tealium must also be sent to [Legal@tealium.com](mailto:Legal@tealium.com), and notices to Customer must also be sent to the email address for Customer set forth in Customer's most current Service Order.

**14. Law and Venue.** This MSA will be construed and enforced in accordance with the laws of Germany without regard to its conflict of laws principles. The Parties expressly disclaim the application of the United Nations Convention on the International Sale of Goods to this MSA. Except for any action for injunctive or other equitable relief (which may be brought at any time in any court of competent jurisdiction), all disputes arising out of or in connection with this MSA or any Service Order, or their validity shall be finally settled in accordance with the Arbitration Rules of the German Arbitration Institute (DIS) without recourse to the ordinary courts of law. The arbitral tribunal shall be comprised of three members. The seat of the arbitration is Munich, Germany. The language of the arbitration shall be English.

**15. Severability; Waiver.** If any term or provision of this MSA is held to be invalid or unenforceable by any court of competent jurisdiction, such provision will be construed to effectuate to the greatest possible extent the Parties' expressed intent, and the remainder of this MSA will not be affected and will remain valid and enforceable. The failure of either Party to exercise or enforce any right or provision of the MSA will not constitute a waiver of such right or provision, and any waiver granted by a Party in one instance does not constitute a waiver for other instances.

**16. Assignment.** Neither this MSA nor any of the rights or duties arising out of this MSA may be assigned by Tealium or Customer without the prior written consent of the other Party, such consent not to be unreasonably withheld; except that either Party may, without such consent, assign this MSA and its rights and duties arising out of this MSA to the transferee, or other successor in interest, in connection with the sale or transfer of all or substantially all of its assets or in connection with any reincorporation, merger, acquisition, re-organization, or consolidation. Any attempted assignment in violation of the foregoing will be void.

**17. Entire Agreement.** This MSA (including any attachments or exhibits either attached hereto or incorporated by reference, or that incorporate this MSA by reference) constitutes the entire agreement



between the Parties with regard to the subject matter hereof, and supersedes and replaces any prior or contemporaneous agreements between the Parties regarding such subject matter. No oral or written representation that is not expressly contained in this MSA is binding on Tealium or Customer. This MSA will control over any different or additional terms and conditions in any purchase order or other non-Tealium ordering document, and such different or additional terms and conditions are expressly rejected. Any terms expressly agreed to in a Service Order are solely applicable to that specific Service Order (unless specifically stated otherwise in such Service Order). No amendment to this MSA or any Service Order will be binding on either Party unless in writing and signed by both Parties, or presented by Tealium and accepted by Customer.