

## BONTERRA AI SERVICES ADDENDUM

This Bonterra AI Services Addendum (this “Addendum”) is incorporated into and made a part of the Master Subscription Agreement or similar agreement (the “Agreement”) between Bonterra, or an affiliate thereof, and Customer. Capitalized terms used but not defined in this Addendum have the meanings given to them in the Agreement. This Addendum applies to Customer's use of artificial intelligence features or functionalities of Bonterra Products (“Bonterra AI”). In the event of a conflict between this Addendum and the Agreement, this Addendum shall control with respect to the subject matter hereof.

### 1. Definitions.

“**AI Input(s)**” means any input, entry, data, or prompt entered by or on behalf of Customer to the Bonterra AI, whether provided by a human or by computer automation.

“**AI Output(s)**” means any data, materials, or other output generated by the Bonterra AI.

“**Bonterra AI**” means any machine learning models, generative tools, features, or functionality made available to Customer via Bonterra Products that utilize data models trained by artificial intelligence.

“**System Data**” means data generated by or derived from Customer’s use of Bonterra AI, including usage logs, performance metrics, telemetry data, and aggregated or anonymized data derived from AI Inputs and AI Outputs, but excluding Customer Data (as defined in the Agreement).

### 2. Bonterra AI Services.

2.1. Customer is granted a non-exclusive, non-transferable right to access and use the Bonterra AI as part of Bonterra Products. Customer may submit AI Inputs to the Bonterra AI and receive AI Outputs from the Bonterra AI.

2.2. The Bonterra AI is an optional feature within Bonterra Products and is in no way required in order to use Bonterra Products.

3. Third Party Terms. Bonterra may use third parties to host and provide the Bonterra AI. Customer understands and agrees that each third party may have their own AI services terms and conditions which apply to Customer's use of the Bonterra AI. Bonterra may use additional third parties to provide other features in the future and will update its subprocessor list accordingly. Customer agrees to abide by the applicable third party terms and conditions.

4. Customer Responsibilities. Customer’s use of Bonterra AI is subject to Bonterra’s Acceptable Use Policy, currently available at <https://www.bonterratech.com/wp-content/uploads/2025/10/Bonterra-Que%E2%80%93Acceptable-Fair-Use-Policy-AUP.pdf> (the “AUP”), which Bonterra may update from time to time in its sole discretion. Customer agrees to comply with, and to ensure that its Users comply with, the AUP. Any violation of the AUP shall constitute a material breach of this Addendum. In addition to the AUP, Customer agrees to the following:

4.1. Customer is responsible for ensuring the accuracy and legality of the AI Inputs submitted to the Bonterra AI.

4.2. Customer agrees not to use the Bonterra AI or any AI Output for any unlawful, harmful, or unethical purposes, including but not limited to generating content that infringes upon intellectual property rights or violates law.

4.3. Customer agrees not to use the Bonterra AI or any AI Output to develop its own artificial intelligence products or services.

5. Ownership.

5.1. As between Bonterra and Customer, and to the extent permitted by applicable law, Bonterra retains ownership rights in and to the Bonterra AI and any resulting System Data.

5.2. As between Bonterra and Customer, and to the extent permitted by applicable law, Customer retains ownership rights in and to the AI Input.

5.3. Subject to the terms of this Addendum and the Agreement, Customer may use AI Output for its internal business purposes. Bonterra makes no representation that AI Output is unique or proprietary to Customer, and similar or identical AI Output may be provided to other Bonterra customers. Bonterra makes no intellectual property representations or warranties regarding AI Output. Customer is solely responsible for evaluating the suitability and legality of any AI Output before use.

6. Training and Improvement. Bonterra may collect and use AI Inputs, AI Outputs, and System Data to develop, improve, support, operate, and train or otherwise improve the Bonterra AI, but only if such AI Inputs, AI Outputs, and System Data are aggregated and anonymized such that Customer and Customer's Users cannot be identified.

7. Risks and Limitations. Artificial intelligence and machine learning technologies have known and unknown risks and limitations. Customer is solely responsible for developing its internal policies regarding the appropriate use of these technologies and training its Users on such policies. By using the Bonterra AI, Customer acknowledges and agrees that: (a) Bonterra is not responsible for any inaccuracies, incompleteness, or errors in AI Output; (b) Bonterra is not responsible for any biases or limitations of the underlying algorithms or data; (c) Bonterra is not responsible for any AI Output that Customer may find harmful, offensive, or otherwise unsuitable for its intended use; (d) Customer shall implement appropriate human oversight and review of all AI Output before relying on or acting upon such output; and (e) Customer shall not use AI Output as the sole basis for any decision that has legal, financial, or material consequences without independent human verification.

8. **DISCLAIMER CUSTOMER UNDERSTANDS AND AGREES THAT THE BONTERRA AI AND ANY CONTENT OR AI OUTPUT OBTAINED THROUGH THE USE OF THE BONTERRA AI IS PROVIDED "AS-IS" AND OBTAINED AT CUSTOMER'S SOLE RISK. BONTERRA DOES NOT MAKE ANY REPRESENTATION OR WARRANTY AS TO AI OUTPUT, RESULTS THAT MAY BE OBTAINED FROM THE USE OF BONTERRA AI OR THE ACCURACY OF ANY OTHER INFORMATION OBTAINED THROUGH THE BONTERRA AI. CUSTOMER SHOULD NOT RELY ON FACTUAL ASSERTIONS IN AI OUTPUT WITHOUT INDEPENDENT FACT CHECKING FOR ACCURACY. NO INFORMATION OR ADVICE, WHETHER WRITTEN OR ORAL, OBTAINED BY CUSTOMER FROM BONTERRA OR THROUGH THE BONTERRA AI SHALL CREATE ANY WARRANTY BEYOND THOSE EXPRESSLY STATED IN THIS AGREEMENT.**

9. Customer Indemnification. Customer shall indemnify, defend, and hold harmless Bonterra and its affiliates, officers, directors, employees, and agents from and against any and all claims, damages, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising out of or relating to: (a) Customer's or its Users' misuse of Bonterra AI; (b) AI Inputs submitted by or on behalf of Customer, including any claim that AI Inputs infringe or misappropriate any third-party intellectual property or proprietary rights; (c) Customer's use, distribution, or publication of AI Output; or (d) Customer's breach of this Addendum.

10. **Suspension and Termination.** Bonterra may immediately suspend or terminate Customer's access to Bonterra AI, in whole or in part, without liability, if Bonterra reasonably believes that: (a) Customer has violated this Addendum or the Agreement; (b) Customer's use of Bonterra AI poses a security risk or may cause harm to Bonterra, its systems, or third parties; (c) Customer's use of Bonterra AI may subject Bonterra to liability; or (d) suspension or termination is required to comply with applicable law or a court order. Bonterra will use reasonable efforts to provide notice prior to suspension, except where immediate action is necessary.
11. **Modifications and Discontinuation.** Bonterra reserves the right, in its sole discretion, to modify, update, enhance, or discontinue Bonterra AI or any feature thereof at any time, with or without notice, and without liability to Customer. Customer acknowledges that the nature of artificial intelligence technology requires ongoing updates and changes, and that certain features may be deprecated or removed as the technology evolves.
12. **Customer Compliance.** Customer is solely responsible for ensuring that its use of Bonterra AI complies with all applicable laws, regulations, and industry standards, including without limitation any laws or regulations governing the use of artificial intelligence, data privacy, consumer protection, and non-discrimination. Customer shall not use Bonterra AI in any manner that would cause Bonterra to violate applicable law.
13. **Usage Limits.** Bonterra reserves the right to impose reasonable usage limits, rate limits, or other restrictions on Customer's use of Bonterra AI to ensure system performance, prevent abuse, and maintain service quality for all customers. Bonterra will use reasonable efforts to notify Customer of any material changes to usage limits.
14. **Additional Restrictions.** In addition to the restrictions set forth in the Agreement and elsewhere in this Addendum, Customer shall not, and shall not permit any third party to: (a) reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code, algorithms, or model weights of Bonterra AI; (b) use Bonterra AI to develop, train, or improve any competing artificial intelligence or machine learning product or service; (c) probe, scan, or test the vulnerability of Bonterra AI or attempt to circumvent any security or access controls; (d) submit AI Inputs containing confidential information of any third party unless Customer has all necessary rights and authorizations to do so; or (e) use automated means to extract data, outputs, or other information from Bonterra AI except as expressly permitted.