

## Red Canary Terms and Conditions

### 1. Services and Products.

(a) Order Form. One or more quotes or other order forms signed by You and Red Canary or its authorized reseller (“Order Forms”) shall set forth the Red Canary products and related services to be provided (the “Services”), any third-party software Red Canary is distributing to You (“Third-Party Software”), the time period for which they are provided (the “Term”), price, payment terms, and certain other terms and conditions in addition to those set forth herein (collectively, the “Agreement”).

(b) Red Canary Services. Subject to the terms of this Agreement and Red Canary’s receipt of full payment, Red Canary grants You a limited, non-exclusive, non-transferable, non-sublicensable license to install (as applicable), right to access and use the Services for Your internal business purposes during the Term.

(c) Your Responsibilities. You are responsible for:

- (i) installing and/or deploying on Your systems any software required by Red Canary to allow the Services to function;
- (ii) obtaining all required rights and authorizations for Red Canary to process the Technical Data (as defined below) and for the Services to interact with Your systems, consistent with this Agreement, and
- (iii) all activity occurring under Your user accounts for the Services, and You shall notify Red Canary immediately if You have knowledge of any unauthorized use of such user accounts or security credentials.

(d) Resale. If you purchase Services through an authorized reseller, these Terms and Conditions will govern but Your payment obligations will be with the authorized reseller, not Red Canary. Any terms or conditions agreed to between You and the authorized reseller that are in addition to these Terms and Conditions are solely between you and the authorized reseller. Resellers are not authorized to make any modifications or changes to these Terms and Conditions or bind Red Canary to any additional or different terms or conditions.

(e) Evaluation and Early Access Services. Any Services and any Third-Party Software made available to You free of charge or for trial or evaluation purposes, with or without an Order Form (“Evaluation Services”) shall be available only for the limited time period that Red Canary designates in its discretion. Red Canary may modify or terminate your license to use Evaluation Services at any time, without liability. To the extent permitted by law and notwithstanding anything to the contrary in this Agreement, the Evaluation Services are provided “as is,” Red Canary shall not have any warranty, indemnification, support, or service level obligations or liability with respect to the Evaluation Services, and Red Canary’s maximum aggregate liability with respect to the Evaluation Services shall be \$500.00. Any elements of the Services designated as “early access” or “beta” are provided “as is” without any warranty, indemnification, or service level obligations and shall not create any obligation for Red Canary to continue to develop, productize, offer for sale or in any other way continue to provide or develop such elements of the Services.

(f) Red Canary Tools. Any open-source tools made available by Red Canary are governed exclusively by their embedded licenses.

### 2. Rights and Ownership.

(a) Technical Data. You hereby authorize Red Canary to collect and use data collected from Your computing environments via the Red Canary Services (“Technical Data”) for the purpose of providing Services to You during the Term.

(b) Ownership. You own all right, title, and interest in the Technical Data. Red Canary or its licensors, as applicable, own all right, title, and interest in the Services and Third-Party Software, information (other than Technical Data) used to perform or included in the Services, anonymized and aggregated metadata and Technical Data that is not identifiable to You or your users (“Anonymized Data”), and any modifications, enhancements, and derivative works of any of the foregoing.

(c) Standard License Restrictions. Except to the extent expressly permitted by applicable law, You shall not (x) sublicense, distribute, or otherwise make available the Services to any third party; (y) reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code for the Services, circumvent their functions, or attempt to gain unauthorized access to the Services or their related systems or networks; or (z) use the Services to circumvent the security of another party’s network or information. You may not access or use the Services (i) if You are, or act on behalf of, a person or entity in the business of providing Internet security products or services substantially similar to Red Canary’s products or services, (ii) to perform any competitive analysis on the Services, or (iii) to create any service or other technology that has features or functionality the same as or similar to the features or functionality of the Services. All rights not granted under this Agreement are reserved to Red Canary.

### 3. Confidentiality.

(a) Confidentiality. To the extent that a party or its affiliate receives confidential or proprietary information from the other party or its affiliate, including without limitation Technical Data, during the Term of this Agreement (“Confidential Information”), the receiving party shall employ reasonable measures to ensure the Confidential Information is not used, disclosed, sold, licensed, distributed, or otherwise made available to third parties except in the performance of, or as authorized by, this Agreement. “Confidential Information” does not include: (i) Anonymized Data, (ii) information that was publicly available at the time of disclosure or that subsequently becomes publicly

available other than by a breach of this provision, (iii) information previously known by or developed by the receiving party independent of and without reference to the Confidential Information, or (iv) information that the receiving party rightfully obtains without restrictions on use and disclosure. The receiving party may disclose Confidential Information as required by the rules of any national stock exchange, applicable law or by proper legal or governmental authority, provided it uses reasonable efforts to give the disclosing party prompt notice of any such legal or governmental demand and cooperate with the disclosing party in any effort to seek a protective order or otherwise to contest such required disclosure, at the disclosing party's expense.

(b) Deletion of Confidential Data. Within 30 days after termination of this Agreement for any reason, Red Canary shall delete all of Your Technical Data in Red Canary's possession.

#### **4. Limited Warranty.**

(a) Limited Warranty. Red Canary warrants that the Services (i) will materially conform to their descriptions in the Order Form, and (ii) do not and will not contain any malicious computer code, viruses, worms, malware, advanced persistent threats, or targeted attacks. TO THE EXTENT PERMITTED BY LAW, RED CANARY MAKES NO OTHER WARRANTY TO YOU OR ANY OTHER PARTY, AND HEREBY DISCLAIMS ALL OTHER WARRANTIES (EXPRESS OR IMPLIED) REGARDING THE SERVICES, ANY OTHER SERVICES, OR ANY THIRD-PARTY SOFTWARE INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, QUALITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR ABSENCE OF HIDDEN DEFECTS, AND ANY WARRANTY THAT MAY ARISE FROM COURSE OF PERFORMANCE, USAGE OF TRADE, OR COURSE OF DEALING. THE SERVICES ARE NOT FAULT-TOLERANT AND ARE NOT INTENDED FOR USE IN ANY HAZARDOUS ENVIRONMENT REQUIRING FAIL-SAFE PERFORMANCE OR OPERATION. RED CANARY DOES NOT WARRANT THAT THE SERVICES OR THE THIRD-PARTY SOFTWARE WILL OPERATE WITHOUT INTERRUPTION, WILL BE FREE OF DEFECTS, OR WILL DETECT OR PREVENT ALL INTRUSIONS, VULNERABILITIES TO INTRUSION OR ATTACK, UNAUTHORIZED ACTIVITY, ERRORS, OR DATA THEFT OR DESTRUCTION. THE SERVICES AND THE THIRD-PARTY SOFTWARE DO NOT PROVIDE A GUARANTEE OR WARRANTY OF PROTECTION, DETECTION, OR ACCURATE ANALYSIS OF SECURITY THREATS, AS NO THREAT DETECTION IS FAIL SAFE. EXCEPT TO THE EXTENT AN ORDER FORM INCLUDES A SUBSCRIPTION TO RED CANARY ACTIVE REMEDIATION, RED CANARY IS NOT RESPONSIBLE FOR TAKING ANY ACTIONS IN YOUR ENVIRONMENT, INCLUDING WITHOUT LIMITATION INCIDENT CONTAINMENT, REMEDIATION, OR RESPONSE, IN RESPONSE TO ALERTS AND OTHER DATA PROVIDED BY THE SERVICES.

(b) Remedy. You shall promptly notify Red Canary in writing of any breach of the foregoing warranties. As Your sole remedy and Red Canary's sole obligation for any breach of the warranties provided herein, Red Canary shall, at its option and expense, (i) use good faith efforts to attempt to correct any such non-conformity; or (ii) terminate this Agreement and promptly refund You any prepaid fees covering the remainder of the Term after the effective date of the termination.

#### **5. Indemnification.**

(a) Indemnification by Red Canary. Red Canary shall defend You against any claim, demand, assessment, action, suit, or proceeding brought by a third party ("Claim") alleging that Your use of the Services infringes the intellectual property rights of a third party, and shall indemnify You for any damages, reasonable attorneys' fees, and costs ("Losses") finally awarded against You as a result of, and for amounts paid by You under a settlement of, such a Claim.

In the event of such a Claim, or if Red Canary reasonably believes the Services may be vulnerable to an infringement claim, Red Canary may, in its discretion and at no cost to You (i) modify the Services so that they are no longer claimed to infringe, (ii) obtain a license for Your continued use of the Services in accordance with this Agreement, or (iii) terminate this Agreement upon 30 days' written notice and refund to You any prepaid fees covering the remainder of the Term after the effective date of termination.

Red Canary shall not defend or indemnify You where such Loss or Claim arises in whole or in part from (i) Your non-compliance with the terms of this Agreement, (ii) Red Canary's compliance with Your specifications, instructions, or requirements, or (iii) the use or combination of the Services or any part thereof with software, hardware, data, or processes not provided by Red Canary, if the Services or use thereof would not infringe without such combination.

(b) Indemnification by You. You shall defend Red Canary and its employees, directors, shareholders, agents, and consultants ("Indemnitees") against any Claim (i) alleging that the Technical Data infringes the intellectual property rights of a third party, (ii) alleging that Red Canary lacks the proper rights or authorizations to process the Technical Data, and/or (iii) regarding a security event involving Your systems (unless arising from Red Canary's breach of this Agreement), and You shall indemnify the Indemnitees for any Losses finally awarded against them as a result of, and for amounts paid by them under a settlement of, such a Claim.

(c) Procedure. The party seeking defense and indemnity hereunder shall (i) give the indemnifying party prompt written notice of such Claim, (ii) permit the indemnifying party to solely control and direct the defense or settlement of the Claim, provided the indemnifying party will not settle any Claim in a manner that requires the indemnified party to admit liability without the indemnified party's prior written consent, and (iii) provide all reasonable assistance in connection with the defense or settlement of such Claim, at the indemnifying party's cost and expense. The indemnified party may, at its own expense, participate in defense of any Claim.

**6. Limitation of Liability.** IN NO EVENT SHALL RED CANARY OR ITS RESELLERS, LICENSORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY OR INDIRECT DAMAGES, LOSS OR INTERRUPTION OF BUSINESS OPERATIONS, LOST PROFITS, OR DATA LOSS ARISING OUT OF THIS AGREEMENT OR PROVISION OF THE SERVICES OR THIRD-PARTY SOFTWARE. TO THE EXTENT PERMITTED BY LAW, THE TOTAL AGGREGATE LIABILITY OF RED CANARY AND ITS RESELLERS, LICENSORS, AND SUPPLIERS UNDER THIS AGREEMENT SHALL BE LIMITED TO THE FEES PAID BY YOU IN THE 12 MONTH PERIOD IMMEDIATELY PRECEDING THE FIRST CLAIM, FOR THE PARTICULAR ORDER FORM UPON WHICH THE CLAIM IS BASED. RED CANARY AND ITS RESELLERS, LICENSORS, AND SUPPLIERS ARE NOT RESPONSIBLE FOR ANY UNAUTHORIZED DESTRUCTION, LOSS, ALTERATION, DISCLOSURE OF, OR ACCESS TO TECHNICAL DATA WHICH IS NOT IN THE POSSESSION AND CONTROL OF RED CANARY. THE FOREGOING PROVISIONS FORM AN ESSENTIAL BASIS OF THE BARGAIN BETWEEN THE PARTIES AND ANY MODIFICATION OF SUCH PROVISIONS WOULD SUBSTANTIALLY AFFECT THE FEES CHARGED.

## **7. Termination and Suspension.**

(a) Termination. This Agreement (or any Order Form) may be terminated at any time by either party upon written notice if the other party materially breaches this Agreement and such breach remains uncorrected for 30 days following written notice of the breach from the other party.

(b) Suspension. Red Canary may suspend Your access to the Services and Third-Party Software (1) with immediate effect upon written notice if Red Canary reasonably determines that You are in breach of Section 2(c) (Standard License Restrictions); (2) with immediate effect upon written notice if Red Canary reasonably determines that Your use of the Services poses a security risk or threat to the function of the Services, or poses a security or liability risk or threat to Red Canary or its hosting provider; (3) upon at least five (5) days' prior notice in the event of Your material breach or threatened material breach of any other term of this Agreement; and (4) immediately upon the end of the Term if not renewed. Unless this Agreement is terminated per the preceding section, Red Canary shall restore access promptly upon its reasonable satisfaction that the cause for suspension has been cured. Suspension of the Services does not limit Red Canary's other rights and remedies, and will have no impact on the duration of the Term, any service levels, or the associated fees owed.

## **8. Miscellaneous.**

(a) Entire Agreement. This Agreement shall be the entire agreement between the parties and supersedes all prior or present proposals, representations, undertakings, agreements or warranties, expressed or implied, written or oral, concerning its subject matter. You agree that in entering into this agreement you have not relied on any promises, warranties, or representations except those expressed in this agreement. Any and all terms and conditions in any purchase order or other purchasing document issued by You or on your behalf (including without limitation any pre-printed terms and conditions) are rejected and shall be null and void. This Agreement may be amended only by a written instrument executed by both parties. In the event of a conflict between the Order Form and these Terms of Service, the Order Form shall control.

(b) Notices. All notices under this Agreement must be in writing and delivered by hand or sent by registered mail or nationally-recognized next-day courier service addressed to the party at its address indicated on the Order Form.

(c) Waiver; Severability. No failure or delay by either party in exercising any right under this Agreement shall constitute a waiver of that right. If a court of competent jurisdiction holds any provision of this Agreement invalid or unenforceable the remaining provisions of will remain in full force and effect, and the provision affected will be construed so as to be enforceable to the maximum extent permissible by law. The headings of this Agreement are for convenience only. In case of any difficulty in the interpretation of one or more of the headings, the headings shall have no meaning and no effect.

(d) Independent Contractor; Third-Party Beneficiaries. Red Canary is an independent contractor, this Agreement does not create a partnership, franchise, joint venture, agency, fiduciary, or employment relationship between the parties. There are no third-party beneficiaries to this Agreement.

(e) Survival. Sections 2(b) (Ownership), 3 (Confidentiality), 5 (Indemnification), 6 (Limitation of Liability), and 8 (Miscellaneous) shall survive termination of this Agreement.

(f) Governing Law and Venue. This Agreement shall be governed and construed in accordance with the laws of the State of Colorado without regard to the application of conflict of laws principles. The United Nations Convention on Contracts for the International Sale of Goods shall not apply. The exclusive venue for any dispute relating to or arising out of this Agreement, including without limitation its construction, effect, the performance, breach, rescission or termination, shall be in the federal or state courts for Denver, Colorado, and the parties consent to personal jurisdiction in such courts.

(g) Force Majeure. Red Canary shall not be responsible for any failure to perform due to unforeseen circumstances or to causes beyond its reasonable control, including but not limited to acts of God, changes in governmental laws, rules, taxes, regulations or orders, war, terrorist acts, insurrection, riot, embargoes, supplier stoppages or delays, acts of civil or military authorities, fire, floods, accidents, strikes, or shortages of transportation, facilities, fuel, energy, labor, or materials.

(h) Fees, Taxes. You will pay the fees for the Services and any Third-Party Software as set forth in the Order Form. You will be responsible for sales and other taxes arising out of this Agreement, except for taxes imposed on Red Canary's or its reseller's property, employees, or income.

(i) Export Controls and Sanctions. You shall not permit any third party to access or use the Services in violation of any export or import law or regulation, or export the Services except in compliance with all applicable laws and regulations. You shall not permit the Services to be accessed or used by anyone on the U.S. Commerce Department's Table of Denial Orders or U.S. Treasury Department's list of Specially Designated Nationals, or by anyone in a country subject to a United States embargo.

(j) US Government Rights. Each of the software components that constitute the Services is a "commercial item" as that term is defined at 48 C.F.R. § 2.101, consisting of "commercial computer software" and "commercial computer software documentation" as such terms are used in 48 C.F.R. § 12.212. Accordingly, if you are an agency of the US Government or any contractor thereof, you receive only those rights with respect to the Services as are customarily granted to Red Canary customers, in accordance with (i) 48 C.F.R. § 227.7201 through 48 C.F.R. §227.7204, with respect to the Department of Defense and their contractors, or (ii) 48 C.F.R. § 12.212, with respect to all other US Government customers and their contractors.

## **Red Canary Terms and Conditions FAQ**

Thank you for reviewing the Red Canary Terms and Conditions (“Terms”). We value your time and hope that by offering you additional information on how the Red Canary services work, we can address some questions and concerns you may have up front. **Please note that this FAQ is provided for informational purposes only, does not constitute legal advice, and does not form part of the Terms.**

### **What is your company purchasing?**

Your company is purchasing a subscription to the Red Canary security platform, which is a cloud-hosted SaaS application. A description of the Red Canary platform can be found at <https://redcanary.com/platform>.

### **What data is collected by the Red Canary platform?**

The Red Canary platform ingests telemetry from supported third-party endpoint sensors and (optionally) Red Canary endpoint sensors, as well as alerts from your supported third-party security products. An endpoint is simply a computing device such as a laptop or server. Telemetry is metadata describing behavior that is taking place on an endpoint and does not include the contents of files on the endpoint itself. If you have configured your other security products to route alerts to the Red Canary platform, then we will also be processing any information included in those alerts. Whether the data provided includes any personal or confidential data depends entirely on the configurations set by your internal security team.

### **Does the Red Canary platform collect sensitive personal data like PHI or PCI?**

Red Canary does not require access to any personally identifiable information or other sensitive data to provide our services. Your own security configurations will determine whether and to what extent such data is included in the telemetry or the alerts that are transmitted to the Red Canary platform.

### **Is my data ever shared with other customers?**

Your data will only be shared with other customers in an anonymized and aggregated form. This may happen if behavior on your system is confirmed to have been connected with a new security threat (that confirmed threat is called a “detection”). In that case, that detection will be stripped of any identifying information and its core elements and will be aggregated with our other threat profiles to identify similar behavior indicating similar threats to other Red Canary customers. This cross-pollinating of threat intelligence benefits all of our customers and is a big part of how Red Canary protects your system from threats. For example, if Red Canary spots a new threat on another customer’s endpoints, the anonymized data we have collected from that customer’s system will allow us to identify that same threat faster and with greater certainty if it appears on your system. *However, just like you are not seeing any data identifying other customers, Red Canary’s other customers do not see any data that identifies you.*

### **What does Red Canary do with the Anonymized Data?**

Like most other SaaS providers, Red Canary uses metadata about your use of the Red Canary platform. Your metadata is used on an aggregated basis (meaning that it is combined with similar data from other customers, so there is no way to pick out any piece of metadata and pinpoint it as having originated from you or your users). Red Canary also uses telemetry and Detections that have been de-identified to continue improving our ability to identify threats to our customers and to help educate the security community at large. None of the data we share with other customers or in publicly-available materials is identifiable as having originated from you or your users.

### **Can Red Canary return my data to me at the end of my subscription? Does Red Canary delete my data?**

Our practice is to delete customers’ data within 30 days after a customer’s subscription ends. The data that is ingested by the Red Canary platform is extremely voluminous (often petabytes of data) and it is maintained in an archived format starting 2 weeks after it is collected, so it is very expensive and time-consuming to return.

### **Does Red Canary offer the right to terminate my subscription for convenience?**

No, Red Canary does not offer customers the right to terminate a subscription for convenience. The Red Canary platform subscription is priced for the full term, and if we are reselling third-party software or services to you, we similarly do not have the right to terminate those services for convenience.

**Does Red Canary offer unlimited liability for breach of confidentiality or data breaches?**

No, like other SaaS providers, Red Canary does not offer unlimited liability for breach of confidentiality or data breaches. This is especially necessary in our situation where you control the magnitude of a data breach risk, given that (i) Red Canary does not require access to any personally identifiable information or other sensitive data in order to provide our services and (ii) your own security configurations will determine whether and to what extent personally identifiable information or other sensitive data is included in the data transmitted to the Red Canary platform.

**Does Red Canary offer price caps on renewals?**

No, but if you want to lock in current pricing, we do offer multi-year terms where pricing is fixed for your entire subscription term. Red Canary aims to deliver exceptional security outcomes for all of our customers. In order to succeed, we need to run a sustainable business that is able to constantly innovate and increase our value to customers. By agreeing to price caps, we would limit our ability to increase quality, which would ultimately hurt our customers, including you.

**Does Red Canary permit its customers to conduct audits?**

No, given the size of our customer base we wouldn't be able to handle individual audits by each customer. However, Red Canary has reputable auditors conduct annual SOC 2 Type II, ISO 27001, and ISO 27701 audits, and will provide the results of those reports upon request. These are industry-standard reports that should satisfy any audit concerns.