DataRobot Master Subscription Agreement

To help you review the DataRobot Master Subscription Agreement ("MSA") more efficiently, we have summarized some of the key terms in the MSA and unique technical and operational aspects of DataRobot Solution that may trigger questions.

What DataRobot Offers:

- DataRobot Solution is a standardized commercial B2B software platform that allows customers to create their own predictive models, using various DataRobot product components.
- DataRobot Solution is available as SaaS or on-premise which can be deployed in a customer's own IT environment.
- Details of what DataRobot Solution does are here; examples of how other customers use DataRobot Solution are here.

DataRobot MSA is the most efficient way to buy DataRobot b/c:

- DataRobot offers its standardized commercial B2B software platform based on the MSA terms.
- The DataRobot MSA focuses on provisions relevant for the DataRobot Solution; its MSA terms are consciously designed to be very balanced, not favoring any particular party.
- For nearly five years, we have tracked the time taken to negotiate and sign contracts. Using the DataRobot MSA gets both parties to an acceptable final agreement on average within 30 days, with less work needed on both sides. In a rare instance, when we have to negotiate deals on customer agreement templates, the negotiation takes <u>over six times longer to close</u> than deals negotiated using the DataRobot MSA.
- Our review of customer software agreement would result in substantial content changes such that the customer template agreement ends up almost entirely rewritten to reflect the terms necessary to adequately reflect DataRobot platform, its technical specifications, internal operations and procedures (such as support, maintenance, security and privacy terms).

Key terms of the MSA:

- expressly states that customers own the predictive models and predictions generated by use of DataRobot
- includes extensive warranties and unlimited third party IPR infringement indemnity as standard terms
- includes full usage rights for your affiliates, contractors, and outsourced service providers
- contains terms covering trial and beta use so it can be used for trials and proof of concept exercises
- works for both on-premise and SaaS deployments if you switch at any time
- provides tiered service credits for SaaS deployments if we fail to meet at least 99.9% availability guarantee
- includes extensive information security and data protection obligations including all necessary EU international transfer clauses

Some things we don't do:

- As a SaaS software vendor, our product and operations are standard across all customers to ensure we can serve many customers' needs at scale.
- We do not customize the DataRobot Solution, our support, maintenance, data processing, or security standards for any customer.
- DataRobot is licensed for a fixed term, so your purchases cannot be terminated for convenience.
- We do not create paid for, custom deliverables. Other than the data you import into DataRobot, the predictive models and the predictions data you generate using DataRobot, all intellectual property created by us will belong to us.
- We have automated the generation of orders in SFDC to help us operate at scale. This SFDC tool cannot process customer order templates.

Personal Data and DataRobot. DataRobot helps you to create predictive models based on datasets that you import into DataRobot. We limit our risk profile based on the access we will have to your data and the type of data that should be used for modelling in DataRobot. Detailed information can be found on the page dedicated to the topic here.

What security does DataRobot have?

DataRobot is built with security in mind. We are ISO 27001 and SOC 2 Type II certified and our controls include data encryption in transit and at rest, two-factor authentication, and role-based access management. We follow a secure software development lifecycle and are always working to develop our security maturity to meet the changing cybersecurity landscape. Full details of our security and privacy practices can be found here and here.

Thank you for reading and we look forward to doing business with you. We are happy to answer any additional questions you have about DataRobot or our MSA.