



## Controlup EULA

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This End-User License Agreement ("Agreement") is a binding legal agreement between you ("Licensee") and the applicable ControlUp Entity specified in the Order (as defined below) (the "Licensor", "Company", "ControlUp", "we" or "us") which sets forth the terms and conditions under which the Licensee is entitled to download, install and use the Software that has been developed and is owned by ControlUp. This Agreement also applies to, and governs, the executed ordering document (such as an order form, sales order, proposal, or quote) to which they are attached, hyperlinked, or otherwise incorporated (the "Order").

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a) ControlUp Entities - refers to:

i) ControlUp, Inc. A Delaware Corporation, having its main place of business at 3141 Stevens Creek Blvd #41038 San Jose, CA 95117 United States



ControlUp Technologies Ltd. an Israeli limited liability company, having its main place of business at Sderot nim 2, Azrieli Rishonim Mall, 4th floor. Rishon LeTsiyon, 7546302, Israel

iii) ControlUp GMBH, a German Corporation having its main place of business at Mazars Rechtsanwaltsgesellschaft mbH, Theodor-Stern-Kai 1, 60596 Frankfurt am Main Germany

iv) ControlUp UK Limited, a British Corporation having its main place of business at 37 Broadhurst Gardens London NW6 3QT United Kingdom

v) ControlUp PTY LTD an Australian Proprietary Limited company having its main place of business at c/o YML Group Tower 1, Westfield Shopping Plaza NSW, NSW 2022, Australia

b) "Licensee" refers to the business entity and/or individual person consenting to, and entering into, this Agreement.

c) "Software" refers to the software, in object code format, provided to the Licensee together with this Agreement, including, without limitation, the Main Console, the Monitor Service, Agents and ControlUp Backend Servers, the Scoutbees monitoring service (collectively, the "Licensed Products"), in addition but not limited to (i) third party's software incorporated therein; (ii) related explanatory written materials ("Documentation"); and (iii), any patches, updates, modified versions, additions, service packs and upgrades, if any, which may be provided by the Company from time to time.

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- h) "Support Services" refers to those support services included in the License Program chosen by the Licensee.
- i) "Main Console" refers to the IT Management system, known as "ControlUp Real-time DX" or "ControlUp for Desktops" in the edition stipulated in the License Program the Licensee subscribed for, that is installed on the Licensee's Server.
- j) "Monitor Service" refers to an IT monitor element known as "ControlUp Monitor" that is installed on one or more of the Licensee's Servers and can run 24/7.
- k) "Agent" refers to any piece of software code ControlUp provides the Licensee (deployed from the installation package installed with the Main Console, from ControlUp for Desktops or from ControlUp website, that is installed on all, selected, or none of the Licensee's End Points.
- l) "Reporting Portal" refers to a web-based portal and its backend providing access to services such as "ControlUp Insights", "ControlUp Solve", "ControlUp Scoutbees", "ControlUp for Desktops" and "ControlUp Remote DX" offering an operational intelligence solution for monitoring and analysis of enterprise network environments.
- m) "ControlUp Backend Servers" refers to software, database scripts and configuration elements providing backend services to the Main Console, the Monitor Service and Reporting Portal.
- n) "Our Servers" refers to servers belonging to ControlUp and/or third party providing Hosting service for ControlUp Backend Servers used by ControlUp.
- o) "End Point" refers to each hardware or virtualized based station monitored by the Main Console, the Monitor Service and or ControlUp Backend Servers under the terms of this Agreement, including, but not limited to, personal computers, laptops, terminal services, VDI, servers, screens, etc.
- p) "Server" refers to a component of hardware enabling the installation of the Licensed Products on its storage device and the operation thereof. ControlUp acknowledges and agrees that Licensee's Servers can be in physical or virtual form as part of Licensee's established private virtual network as may be provided by a third-party provider (i.e. Amazon Web Services).
- q) "ControlUp User Account" refers to each issuance of a unique username and password enabling authenticated access to the Main Console and or to the Reporting Portal.



"Named User/s" refers to any individual on Licensee's behalf who has been authorized by Licensee to use the Software whether or not assigned with a ControlUp User Account.

s) "Usage Statistics" refers to any non-identifying, anonymized and encrypted information, data, reporting, suggestions, analyses, and/or intelligence relating to the operation, support, and/or Licensee's use of the Software and/or ControlUp Content (such as metadata, aggregated data, analytics, security findings or discoveries, etc.).

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ControlUp grants the Licensee, upon full compliance of the terms and conditions set forth in this Agreement and any other terms incorporated by reference, a limited, personal, non-exclusive, non transferable, non-sublicensable license during the Term (as defined below) to:

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- c) Assign certain amount of ControlUp User Accounts up to the amount the Licensee subscribed and paid for, as reflected in the License Program; and
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Any Documentation that accompanies the Software is licensed for internal, non-commercial and reference purposes only.

## 3) Account

In order to access the Software, Licensee must set up a ControlUp User Account. Licensee shall ensure that all information submitted during the registration process is, and will thereafter remain, complete and accurate. As between ControlUp and Licensee, Licensee shall be solely responsible and liable for maintaining the confidentiality and security of its ControlUp User Account credentials, as well

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a) The Licensee shall be solely responsible:

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ii) For any activities occurring during the use of the Software provided to the Licensee, whether such activity is made through one of the Licensee's ControlUp User Accounts, even, without limitation, if such ControlUp User Account is not part of the Licensee's organization, and just provide services to the Licensee.

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c) The Licensee's obligations under this Agreement include compliance with all applicable national and foreign laws, treaties and regulations relating to or arising from the Licensee's use, and its users' use of the Software, including, without limitation, those related to the protection of intellectual property, data privacy, and the transmission of technical or personal data. Furthermore, the Licensee shall notify ControlUp immediately of any unauthorized known or suspected use of any ControlUp User Account and of any other known or suspected breach of security, and shall use reasonable efforts to immediately stop any known or suspected copying or distribution of content.

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iv) The Licensee shall not transfer any of its rights and obligations under this Agreement.

v) When the License Program includes a Bundle, the number of purchased Named User Licenses shall apply to all Licensed Products under the Bundle, provided that with respect to ControlUp for Desktops, monitoring shall be limited to three (3) End Points per Named User.

vi) When the License Program includes ControlUp Scoutbees, please note that such License Program is limited to up to 20,000 tests per each 24-hour maintenance window.

## 8) Warranties and Disclaimers

a) ControlUp hereby represents and warrants that:

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iii) the Software and any new versions, releases and updates has been duly tested for bugs and viruses;

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a) If Licensee is subject to the General Data Protection Regulation ("GDPR"), the Licensee shall sign ControlUp's Data Processing Agreement ("DPA"), available at: <https://controlup.com/privacy/dpa>, and return it signed to [privacy@controlup.com](mailto:privacy@controlup.com). Licensee hereby agrees that any processing of information performed by ControlUp on Licensee's behalf shall be subject to the terms and conditions of the DPA. Licensee agrees to defend, indemnify and hold harmless ControlUp and its affiliates, and their respective officers, directors, employees and agents, from and against any and all claims, damages, obligations, losses, liabilities, costs and expenses (including but not limited to attorney's fees) arising from: (i) Licensee's failure to comply with the obligations applicable to Licensee under the GDPR and/or data protection laws or regulations or the DPA; and/or (ii) the

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b) If Licensee is not subject to the GDPR, then the collection, use and retention of Licensee's information pursuant to this Agreement is according to the privacy policies which are set forth on ControlUp website: <https://www.controlup.com/products/controlup/controlup-privacy-policy/> and constitutes an integral part of this Agreement and you declare that you read it before the use of the Software.

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c) Each party may be represented in any such indemnification proceeding by counsel of its own choosing at its own expense. The indemnifying party shall not agree to any settlement or compromise that admits fault or imposes liability on the part of the indemnified party without its prior written consent.

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b) The Licensee shall be solely responsible for the payment of any taxes applicable by any law, resulting from the Licensee's acceptance of this Agreement and/or the Licensee's use of the Software, exclusive of taxes based on ControlUp income. The Licensee agrees to hold ControlUp harmless from any claims and liabilities arising from the Licensee's failure to report or pay such taxes.

c) In case of termination of this Agreement, for any cause whatsoever, the Licensee agrees that ControlUp shall be entitled to charge the Licensee's credit card or any other means of payment provided by the Licensee to ControlUp, with regard to any unpaid fees, or other outstanding payment obligations of the Licensee toward ControlUp, if any.

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a) This Agreement shall be in effect for the term specified in the Order (the "Initial Term"), following which the Agreement and License rights and obligation set forth herein shall renew for consecutive 1-year periods (each, a "Renewal Term" and collectively with the Initial Term, the "Term"), unless Licensee provides ControlUp with written notice of its intention not to renew no later than 30 days prior to the expiration of the Initial Term or each Renewal Term, as applicable.

b) Either party shall be entitled to terminate this Agreement by a written notice with immediate effect in the following events ("Termination for Cause"):

i) A breach of any of the Licensee's obligations under this Agreement and the breach has not been cured within 7 days from the date the Licensee received a written notice specifying such breach. ii) Current or future governmental regulations prevent the continued delivery of ControlUp's Services to the Licensee under this Agreement.

d) In case of Termination for Cause by Licensee, the Licensee shall be entitled to receive, as a sole remedy, a refund equal to the proportional portion of the fees already paid to ControlUp, which may also be set-off against yet unbilled and/or unpaid fees for the remainder of the Term. For avoidance of doubt, in case of Termination for Cause by ControlUp, the Licensee shall not be entitled to any refund whatsoever.

e) Upon termination of this Agreement, for any cause whatsoever, the following terms shall apply: i) Any rights granted to the Licensee under this Agreement shall terminate automatically and the Licensee shall not be entitled to receive any payment or refund of any fee paid by the Licensee (unless specifically expressed otherwise in this Agreement).

ii) The Licensee shall remove and destroy any copies of the Software installed by it, and/or by anyone on its behalf.

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b) ControlUp may decide, however, from time to time, according to its sole discretion, to provide Support Services to the Licensee, in whole, in part or in any other manner whatsoever. ControlUp shall also be entitled, according to its own discretion, to cease providing such Support Services without notice, unless otherwise agreed upon between the parties in writing, and the Licensee shall not be eligible for any compensation for such cessation.

#### 15) Miscellaneous

a) No Waiver. No delay or omission on the part of ControlUp in exercising any right or remedy shall operate as a waiver of such right or remedy or any other right or remedy. A waiver on one occasion shall not be construed as a bar to or a waiver of any right on any future occasion.

b) Governing Law. This Agreement shall be governed, construed, interpreted and enforced according to the laws applicable to the relevant ControlUp Entity in the order form, as follows:

i) Order signed with ControlUp, Inc.: The Agreement shall be governed by the laws of the State of New York without giving effect to its provisions regarding conflict of laws and only the courts in New York County, New York shall have jurisdiction in any conflict or dispute arising out of this Agreement.

ii) Order signed with ControlUp Technologies Ltd.: The Agreement shall be governed by the laws of Israel without giving effect to its provisions regarding conflict of laws and only the courts in Tel Aviv, Israel shall have jurisdiction in any conflict or dispute arising out of this Agreement.

iii) Order signed with ControlUp GMBH: The Agreement shall be governed by the laws of Germany without giving effect to its provisions regarding conflict of laws and only the courts in Frankfurt, Germany shall have jurisdiction in any conflict or dispute arising out of this Agreement.

iv) Order signed with ControlUp UK Limited: The Agreement shall be governed by the laws of England and Wales without giving effect to its provisions regarding conflict of laws and only the courts in London, UK shall have jurisdiction in any conflict or dispute arising out of this Agreement.

v) Order signed with ControlUp PTY LTD The Agreement shall be governed by the laws of state of NSW Australia without giving effect to its provisions regarding conflict of laws and only the courts in Sydney, NSW Australia shall have jurisdiction in any conflict or dispute arising out of this Agreement.



c) Severability. In the event that any provision of this Agreement or any provisions incorporated by reference to this Agreement shall be held by a competent court to be void, invalid, unenforceable or illegal the remaining provisions shall continue in full force and effect.

d) Notices. Any Notice to be given by the Licensee pursuant to this Agreement shall be sent to ControlUp via Registered Mail to the address stipulated in section 1.1 above, or via email to the following email address [Support@controlup.com](mailto:Support@controlup.com), and shall be deemed to have been received by ControlUp - if sent via Registered Mail - 7 business days after the delivery of such notice, and if sent via email - 2 business days after the Licensee confirms that it has been received by ControlUp. Any Notice to be given to the Licensee shall be made via Registered Mail or email address, according to the addresses the Licensee fills in the registration and shall be deemed to have been received by the Licensee- if sent via Registered Mail - 7 business days after the delivery of such notice, and if sent via email - 2 business days after such notice has been sent.

e) Entire Agreement. This Agreement, including any provisions incorporated by reference, constitutes the entire agreement with respect to the Software and to ControlUp's provision of Services to the Licensee, and shall supersede all prior oral or written communications, understandings and representations with respect to the Software and to ControlUp's provision of services to the Licensee. In the event that the terms of any of ControlUp's policies or terms and conditions conflict with the terms of this Agreement, including any provisions incorporated by reference to this Agreement, the terms of this Agreement including any provisions incorporated by reference to this Agreement shall prevail.

f) Modifications. ControlUp may change, in its sole discretion, the terms of this Agreement, from time to time, by posting a modified copy of the Agreement on ControlUp's website, or by otherwise notifying the Licensee. The changes will be effective and binding as from the date that the notice will be posted; unless a different effective date is specified. Therefore, ControlUp recommends to enter ControlUp's website from time to time to review information concerning such modifications. THE LICENSEE'S CONTINUED USE OF THE SOFTWARE FOLLOWING DELIVERY AND/OR POSTING OF A NOTICE OF MODIFICATION SHALL BE DEEMED AS AN ACCEPTANCE OF SUCH MODIFICATION. IF ANY MODIFICATION SHALL BE UNACCEPTABLE TO THE LICENSEE, THE LICENSEE MUST TERMINATE THIS AGREEMENT IMMEDIATELY, AND NOTIFY CONTROLUP IMMEDIATELY SO THAT A TERMINATION OF THE LICENSEE'S LICENSE SHALL BE PROCESSED, AND SUCH TERMINATION IS THE LICENSEE'S ONLY RECOURSE.

g) Assignment. The Licensee's rights and obligations under this Agreement may not be assigned or transferred in any other way, by operation of law or otherwise without the prior written consent of ControlUp. ControlUp shall have the right to assign ControlUp's rights and obligations under this Agreement without the consent of the Licensee to its affiliates or upon any merger or



acquisition transaction or the sale of all or substantially all of the assets relating to the Software.

Last updated: August 2024

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