END USER LICENSE AGREEMENT

Effective Date: 5 November 2026

BY SUBSCRIBING TO THE PRODUCTS THROUGH A CLOUD MARKETPLACE, CHECKING THE ACCEPTANCE BOX OR CLICKING "ACCEPT" IN THE PRODUCTS' MANAGEMENT CONSOLE, SIGNING AN ORDER THAT REFERENCES THIS AGREEMENT, OR OTHERWISE ACCEPTING THIS AGREEMENT, YOU AGREE TO THIS AGREEMENT ON BEHALF OF CUSTOMER. YOU REPRESENT THAT YOU HAVE AUTHORITY TO BIND CUSTOMER TO THIS AGREEMENT. IF YOU DO NOT HAVE THAT AUTHORITY, OR IF CUSTOMER DOES NOT AGREE TO THIS AGREEMENT, DO NOT ACCEPT THIS AGREEMENT OR USE THE PRODUCTS. This End User License Agreement (the "Agreement") is entered into between EAGLECLOUD TECHNOLOGY COMPANY LIMITED ("EagleCloud") and the organization on whose behalf the Products are accessed or that is named in an Order ("Customer"). The Products may be offered, deployed, or displayed under the Aquila, Yunshu, or EagleCloud names, or under any other product or brand name that EagleCloud uses for them. This Agreement applies to the Products however they are acquired, including directly from EagleCloud, through a Partner, or through a Cloud Marketplace, and regardless of the name used, including where a Partner provides them under the Partner's own name, unless the Partner's written agreement with EagleCloud provides that other end-user terms apply. Access to and use of the Products by Authorized Users, including through the Polaris Client, is subject to this Agreement, and Customer is responsible for their compliance with it. EagleCloud may record the date, time, user account, and Agreement version for each acceptance, and that record is evidence of Customer's agreement.

1. Definitions

"Affiliate" means any entity that directly or indirectly controls, is controlled by, or is under common control with a party, where "control" means ownership of more than fifty percent of the voting interests of the entity or the power to direct its management and policies.

"Authorized User" means an employee, contractor, or agent of Customer or its Affiliates whom Customer permits to access or use the Products.

"Cloud Marketplace" means an online marketplace operated by a third party, such as AWS Marketplace operated by Amazon Web Services, Inc. or its affiliates, through which EagleCloud makes the Products available for purchase, including through public and private offers.

"Customer Data" means data and content that Customer or its Authorized Users submit to, or that is processed through, the Products on Customer's behalf, excluding Systems Data and Threat Data.

"Data Protection Laws" means all laws that apply to the processing of Personal Data under this Agreement, which may include the Personal Data (Privacy) Ordinance (Cap. 486) of Hong Kong, the Personal Data Protection Act 2012 of Singapore, and the Personal Data Protection Act 2010 of Malaysia, each as amended.

"Documentation" means the user guides, deployment guides, technical specifications, and usage policies for the Products that EagleCloud makes available, as updated from time to time.

"Evaluation Products" has the meaning given in Section 14.

"Fees" means the amounts payable for the Products under an Order.

"Force Majeure Event" means an event beyond a party's reasonable control, including natural disasters, fire, flood, epidemic, war, terrorism, civil unrest, labor disputes, government action, failures of public networks, utilities, or third-party hosting or telecommunications providers, and denial-of-service or other cyberattacks that could not reasonably have been prevented.

"Intellectual Property Rights" means all patents, copyrights, trademarks, trade secrets, and other intellectual property and proprietary rights anywhere in the world, including applications, registrations, renewals, and extensions.

"Order" means an order form, quote, statement of work, or similar ordering document for Products that is accepted by EagleCloud or, for purchases through a Partner, by the Partner. For purchases through a Cloud Marketplace, the Order is the public or private offer that Customer accepts in that Cloud Marketplace, including any custom terms attached to it.

"Partner" means a reseller or distributor authorized to resell the Products. The operator of a Cloud Marketplace is not a Partner.

"Personal Data" means Customer Data that relates to an identified or identifiable individual, or that is otherwise defined as personal data or personal information under Data Protection Laws.

"Polaris Client" means the client application for the Products installed on Authorized Users' endpoint devices, under whatever name it is distributed.

"Connector" means the software component deployed in Customer's network environment (including data centers, private clouds, and public clouds) that connects to Customer's applications so that Authorized Users can access them securely through the Products.

"Gateway" means any gateway component that encrypts, forwards, or accelerates traffic, including (a) cloud gateways deployed and operated by EagleCloud, which form part of the SaaS; and (b) local gateways deployed in Customer's environment, which form part of the Software.

"Processing Engine" means any software component deployed in Customer's environment in a private deployment that processes data, distributes policies, and schedules traffic.

"Controller" means the software component deployed in Customer's environment in a private deployment that serves as the control plane of the Products for centralized configuration, management, and monitoring.

"Private Deployment Software" means EagleCloud software deployed and run in an environment owned or controlled by Customer under an Order, including Controllers, Processing Engines, local Gateways, and related components.

"Products" means the SaaS, the Software, and the Support Services, and any professional or deployment services described in an Order, including all Updates. Products are those made available by EagleCloud, directly or through a Partner. Products do not include products or services that an Affiliate of EagleCloud provides to a customer under the Affiliate's own agreement.

"EagleCloud Materials" means the Products, the Documentation, Systems Data, Threat Data, and all other materials that EagleCloud or its Affiliates make available, including materials used in presentations, demonstrations, and proofs of concept, together with all Intellectual Property Rights in them.

"Recommended Configurations" means the configuration settings, deployment architectures, security policies, supported versions, and operational practices for the Products that EagleCloud specifies in the Documentation or communicates to Customer in writing, including through deployment guides, support tickets, release notes, and security advisories, as updated from time to time.

"Subscription Services" means the following services that Customer obtains for a Subscription Term (annually, unless the Order states otherwise), as identified in the Order: (a) "SaaS", meaning the Products delivered as software-as-a-service over the internet and operated by EagleCloud; and (b) "Private Subscription", meaning the right to use Private Deployment Software during the Subscription Term, together with the Updates and Support Services provided during that term.

"Software" means the Polaris Client, the Connectors, local Gateways, Private Deployment Software, and any other software provided to Customer as installation packages, images, or other executable form (excluding source code) for use with the Products, including Updates.

"Subscription Term" means the period stated in an Order, including any renewals.

"Support Services" means the technical support for the Products described in Schedule B.

"Systems Data" means technical data and metadata generated by the operation of the Products, such as performance metrics, configuration data, telemetry, and usage statistics, that does not identify Customer or any individual.

"Threat Data" means information about malware, malicious URLs, domains, IP addresses, files, attack techniques, and vulnerabilities that the Products detect or that are collected in operating the Products, that does not identify Customer or any individual.

"Updates" means corrections, patches, new versions, and new features that EagleCloud makes generally available to its customers at no additional charge.

2. Orders and Partners

2.1 Orders. Customer may purchase Products by placing an Order with EagleCloud or with a Partner. EagleCloud has no obligation to provide Products until an Order has been accepted. Each Order is governed by this Agreement.

2.2 Affiliates. A Customer Affiliate may place its own Order under this Agreement. In that case the Affiliate is treated as "Customer" for that Order and is responsible for its own obligations under it.

2.3 Partners. Partners are independent of EagleCloud and are not EagleCloud's agents. No Partner may make any commitment, warranty, or representation on EagleCloud's behalf, or modify this Agreement. Any terms that Customer agrees with a Partner beyond this Agreement, including additional warranties, service levels, indemnities, or refund rights, are obligations of that Partner alone and do not bind EagleCloud. A Partner may provide first-line support to Customer as described in Schedule B.

2.4 No Reliance on Future Features. Customer's purchase is not conditioned on the delivery of any future features or functionality, or on any statement about future plans.

2.5 Cloud Marketplace Purchases. Customer may purchase Products through a Cloud Marketplace by accepting a public or private offer. This Agreement governs Customer's use of Products purchased in this way, and the accepted offer, including its price, quantities, Subscription Term, and any custom terms attached to it, is the Order. The operator of the Cloud Marketplace is not a party to this Agreement and is not EagleCloud's agent, and Customer's agreement with that operator does not change the rights and obligations of Customer and EagleCloud under this Agreement. Where a Partner makes the offer to Customer through a Cloud Marketplace, Section 2.3 also applies.

2.6 Availability. EagleCloud makes the Products available to Customers whose Authorized Users are primarily located in Hong Kong, Singapore, or Malaysia, and in any other country or region that EagleCloud agrees to in an Order. Authorized Users may access the Products while temporarily outside those places, subject to Section 13.1. If Customer's Authorized Users are primarily located elsewhere without that agreement, EagleCloud may suspend or terminate the affected Order and will refund any prepaid Fees it received for the unused portion of the Subscription Term.

3. Fees and Payment

3.1 Direct Purchases. For Orders placed directly with EagleCloud, Customer will pay the Fees stated in the Order. Unless the Order states otherwise, Fees are invoiced annually in advance, payable in U.S. dollars or the currency stated in the Order within thirty (30) days of the invoice date, and non-refundable except as expressly stated in this Agreement.

3.2 Partner and Cloud Marketplace Purchases. For Orders placed through a Partner, Fees and payment terms are agreed between Customer and the Partner. For Orders placed through a Cloud Marketplace, Fees are as stated in the accepted offer and are invoiced and collected by the Cloud Marketplace operator under Customer's agreement with that operator, and Section 3.1 does not apply. If EagleCloud does not receive payment for Customer's Order from the Partner or the Cloud Marketplace operator, EagleCloud may suspend the affected Products after giving Customer notice.

3.3 Taxes. Fees exclude goods and services tax, sales and service tax, value-added tax, and similar taxes, which Customer will pay in addition to the Fees where applicable. If applicable law requires Customer to withhold tax from any payment to EagleCloud, Customer will increase the payment so that EagleCloud receives the full amount it would have received without the withholding, and will provide official receipts for the tax withheld. For Orders placed through a Cloud Marketplace, taxes are calculated and collected by the Cloud Marketplace operator under Customer's agreement with that operator, and the withholding obligations in this Section do not apply to those Orders.

3.4 Late Payment. EagleCloud may suspend the Products if undisputed Fees owed directly to EagleCloud remain unpaid more than thirty (30) days after written notice of non-payment.

3.5 Usage in Excess of Order. If Customer's use exceeds the quantities or limits in the Order or the Documentation, Customer will promptly purchase the additional quantities at the rates in the Order or, if none are stated, at the then-current rates of EagleCloud or the Partner.

4. License, Ownership, and Restrictions

4.1 License Grant. Subject to this Agreement and payment of the Fees, EagleCloud grants Customer and its Affiliates a non-exclusive, non-transferable (except under Section 15.9), non-sublicensable right during the Subscription Term to access and use the SaaS, and to install and use the Software, including installing and using Private Deployment Software in an environment owned or controlled by Customer, for Customer's internal business purposes, in the quantities stated in the Order and in accordance with the Documentation. Customer may permit its Authorized Users to exercise these rights on its behalf.

4.2 Ownership. EagleCloud and its Affiliates own all right, title, and interest in the EagleCloud Materials. The Products are licensed, not sold. No rights are granted except as expressly stated in this Agreement.

4.3 Customer Data. Customer and its licensors own all right, title, and interest in the Customer Data. Customer grants EagleCloud a limited right to host, process, and use Customer Data only as necessary to provide and support the Products and as described in Section 12 and Schedule A.

4.4 Restrictions. Customer will not, and will not permit anyone else to: (a) copy, modify, translate, or create derivative works of the Products, except as the Documentation permits; (b) reverse engineer, decompile, or disassemble the Software or otherwise attempt to derive source code, except to the extent applicable law expressly permits despite this restriction; (c) sell, resell, rent, lease, sublicense, or provide the Products to third parties as a service bureau or managed service, unless an Order expressly permits it; (d) use the Products to build a competing product or service, or copy their features, functions, or user interface; (e) use the Products in violation of applicable law, including to send spam, to store or transmit malicious code, or to store or transmit infringing, defamatory, or otherwise unlawful material; (f) interfere with or disrupt the integrity, security, or performance of the Products; (g) attempt to gain unauthorized access to the Products or related systems; (h) perform penetration testing, vulnerability scanning, or load testing of the Products without EagleCloud's prior written consent; (i) publish benchmark or comparative test results about the Products without EagleCloud's prior written consent; (j) remove or alter any proprietary notices in the Products; (k) use the Products to run automated queries against external websites or services, which may cause the IP addresses of the service to be blocked; or (l) access, use, or make available the Products in violation of the export control or sanctions laws that apply to Customer or EagleCloud.

4.5 Feedback. If Customer provides suggestions, ideas, or other feedback about the Products ("Feedback"), EagleCloud and its Affiliates may use it without restriction or obligation. Feedback is provided "as is" and will not include Customer's Confidential Information or Personal Data.

4.6 Systems Data and Threat Data. EagleCloud and its Affiliates may collect and use Systems Data and Threat Data to provide, secure, maintain, and improve the Products and to develop threat intelligence. They will not disclose Systems Data or Threat Data in a form that identifies Customer or any individual.

4.7 Trademarks. The Aquila, Yunshu, Polaris, and EagleCloud names and logos, and any other names and logos EagleCloud uses for the Products, are trademarks of EagleCloud or its Affiliates. This Agreement grants Customer no rights in them.

4.8 Security Findings. Any vulnerability, weakness, test result, incident analysis, or other security finding concerning the Products that is identified by or disclosed to Customer or any person acting for Customer ("Security Findings") is EagleCloud's Confidential Information. Customer will report Security Findings to EagleCloud promptly. Customer will not, and will ensure that persons acting for it do not, disclose any Security Finding to any third party or to the public until the disclosure date agreed with EagleCloud, which EagleCloud will agree in good faith taking into account the severity of the issue and the complexity of the fix, unless EagleCloud agrees otherwise in writing. After that date, and notwithstanding Section 8, Customer may disclose the Security Finding, provided it does not disclose any other Confidential Information of EagleCloud. This Section does not restrict disclosure to Customer's personnel and advisers under Section 8.3, or to a regulator or as required by law under Section 8.4.

5. Customer Responsibilities

5.1 General. Customer is responsible for: (a) the acts and omissions of its Authorized Users and their compliance with this Agreement; (b) the accuracy, quality, and legality of Customer Data and of the means by which Customer obtained it; (c) providing any notices and obtaining any consents required under applicable law, including Data Protection Laws and employment laws, for the monitoring, inspection, and processing that the Products perform, and ensuring that its configuration of the Products, including SSL inspection, content inspection, and user activity monitoring, has a lawful basis and is limited to what is necessary for its security purposes (EagleCloud's provision

of configurable features does not constitute a lawful basis for Customer's processing); (d) preventing unauthorized access to the Products and notifying EagleCloud promptly of any unauthorized access or use; and (e) complying with all laws that apply to its use of the Products, including any obligations that apply to Customer as a designated critical infrastructure operator or under similar regulatory regimes.

5.2 Configuration and Updates. Customer will deploy, configure, and operate the Products in accordance with the Recommended Configurations. Customer will install Updates to the Polaris Client, the Connectors, and any other Software within a reasonable time after release, and within the time EagleCloud specifies for Updates identified as security-critical. Customer is solely responsible for any configuration, policy, or deployment decision that deviates from the Recommended Configurations, and for the results of that deviation.

5.3 Deployment. For the SaaS to function, Customer must install the Polaris Client or Connectors, or use another traffic-forwarding method supported in the Documentation. Customer is responsible for its own internet connectivity, equipment, and third-party software and licenses needed to use the Products.

5.4 Accounts and Credentials. Customer will keep administrator and user credentials confidential, use multi-factor authentication where the Products support it, and promptly disable accounts of individuals who are no longer Authorized Users.

5.5 Information and Cooperation. Customer will provide technical information, access, and authorizations that EagleCloud reasonably requests in order to provide the Products and Support Services.

5.6 Contractors and Advisers. Customer is responsible for the acts and omissions of its contractors, consultants, and advisers, including security assessment and incident response providers, in connection with the Products and EagleCloud's Confidential Information, as if they were Customer's own.

5.7 Private Deployment Environment. For Private Deployment Software, Customer is responsible for the security, availability, and maintenance of its deployment environment, including hardware, operating systems, networks, databases, and backups. Customer Data in that environment remains under Customer's control, and EagleCloud accesses the environment only to the extent Customer authorizes, to provide Support Services.

6. Service Operation and Suspension

6.1 Changes to the Products. The Products may be updated and changed from time to time, provided that changes do not materially reduce the core functionality of the Products Customer has purchased during the current Subscription Term. Traffic may be routed and managed across the service infrastructure as is commercially appropriate.

6.2 Suspension. EagleCloud may suspend Customer's access to all or part of the Products if (a) Customer's use poses an imminent threat to the security, integrity, or availability of the Products or to other customers; (b) Customer breaches Section 4.4; or (c) a court or government authority requires it. EagleCloud will limit any suspension to the extent reasonably necessary, will make reasonable efforts to notify Customer in advance where practicable, will work with Customer to resolve the cause, and will restore access promptly once the cause is resolved.

6.3 Updates. Customer authorizes EagleCloud to update the SaaS, and to deliver Updates, including threat-intelligence and content updates, to the Polaris Client, the Connectors, and other Software, automatically. EagleCloud will give Customer's account administrator at least forty-eight (48) hours' notice, through the management console or by email, of any Update that EagleCloud reasonably expects to require changes to Customer's configuration or to materially change how Authorized Users use the Products. Where an Update is needed to address an actively exploited vulnerability or an imminent security threat, or is required by law, EagleCloud will give notice as soon as practicable. If the management console provides update settings, EagleCloud will follow the settings Customer selects, except for the Updates described in the previous sentence and threat-intelligence and content updates. For Private Deployment Software, Updates are made available for Customer to install under Section 5.2, unless Customer asks EagleCloud to install them.

7. Warranties

7.1 Mutual. Each party represents that it has the legal power and authority to enter into this Agreement.

7.2 Products. EagleCloud warrants that during the Subscription Term (a) the SaaS and Software will perform materially in accordance with the Documentation; and (b) the security of the SaaS will not be materially reduced.

7.3 Services. EagleCloud warrants that Support Services and any professional or deployment services will be performed in a professional and workmanlike manner consistent with generally accepted industry standards. EagleCloud does not guarantee that every issue can be resolved.

7.4 Remedies. Customer must notify EagleCloud of a breach of Section 7.2 or 7.3 within thirty (30) days after it arises. EagleCloud will then use commercially reasonable efforts to correct the non-conformity or re-perform the services. If EagleCloud cannot do so within a reasonable time, either party may terminate the affected Order and EagleCloud will refund any prepaid Fees it received for the unused portion of the Subscription Term for the affected Products. These remedies, together with any service credits set out in an Order, are Customer's sole remedies for breach of these warranties.

7.5 Non-Conforming Configurations. EagleCloud's warranties, service level commitments, and support obligations do not apply to any failure, defect, security incident, or performance issue to the extent caused by: (a) Customer's failure to implement the Recommended Configurations; (b) Customer's use of a Software version that is no longer supported, or failure to install an Update as required by Section 5.2; (c) any configuration or modification of the Products made by Customer, its Authorized Users, a Partner, or another third party acting for Customer that EagleCloud has not approved in writing; or (d) use of the Products other than in accordance with this Agreement and the Documentation. EagleCloud may, at its discretion, provide support for such issues at its then-current rates.

7.6 Disclaimer. EXCEPT AS EXPRESSLY STATED IN THIS AGREEMENT, THE PRODUCTS ARE PROVIDED "AS IS," AND EAGLECLOUD AND ITS AFFILIATES DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT, TO THE MAXIMUM EXTENT PERMITTED BY LAW. CUSTOMER ACKNOWLEDGES THAT THE EFFECTIVENESS OF THE PRODUCTS DEPENDS ON CUSTOMER'S CONFIGURATION CHOICES AND ON IMPLEMENTATION OF THE RECOMMENDED CONFIGURATIONS, AND THAT NO SECURITY PRODUCT CAN DETECT OR PREVENT EVERY THREAT, INTRUSION, VULNERABILITY, OR LOSS OF DATA. EAGLECLOUD DOES NOT WARRANT THAT THE PRODUCTS WILL BE UNINTERRUPTED OR ERROR-FREE.

8. Confidentiality

8.1 Definition. "Confidential Information" means non-public information disclosed by one party (the "Discloser") to the other (the "Recipient") that is marked confidential or that a reasonable person would understand to be confidential, including the terms of each Order, Customer Data, the EagleCloud Materials, security assessments, and each party's business plans and technical information.

8.2 Exclusions. Confidential Information does not include information that the Recipient can show (a) is or becomes public through no fault of the Recipient; (b) was known to the Recipient without a duty of confidentiality before disclosure; (c) was received lawfully from a third party without a duty of confidentiality; or (d) was independently developed by the Recipient without use of the Discloser's Confidential Information.

8.3 Obligations. The Recipient will use the Discloser's Confidential Information only to perform or exercise its rights under this Agreement, and will protect it with at least the care it uses for its own similar information, and no less than reasonable care. The Recipient may disclose it only to its and its Affiliates' employees, contractors, auditors, and professional advisers, and in EagleCloud's case its Affiliates and subprocessors, who need to know it and are bound by confidentiality obligations at least as protective as these.

8.4 Required Disclosure. If the Recipient is legally required to disclose Confidential Information, it will give the Discloser prompt notice where legally permitted, and reasonable assistance at the Discloser's expense if the Discloser seeks to limit the disclosure.

8.5 Equitable Relief. Unauthorized use or disclosure of Confidential Information may cause irreparable harm, and the Discloser may seek injunctive relief in addition to any other remedies.

9. Term and Termination

9.1 Term. This Agreement starts when Customer first accepts it and continues until all Subscription Terms have ended.

9.2 Subscription Term. Each Subscription Term starts on the date stated in the Order and runs for the period stated there. Renewals are as stated in the Order or in a new Order.

9.3 Termination for Cause. Either party may terminate this Agreement or an Order by written notice if the other party (a) materially breaches this Agreement and does not cure the breach within thirty (30) days after receiving notice of it; or (b) becomes insolvent, makes an assignment for the benefit of creditors, or becomes subject to bankruptcy, winding-up, receivership, or liquidation proceedings.

9.4 Effect of Termination. When an Order ends, Customer's rights to the affected Products end, and Customer will stop using them and uninstall the related Software. If Customer terminates for EagleCloud's uncured material breach, EagleCloud will refund prepaid Fees it received for the unused portion of the Subscription Term. If EagleCloud terminates for Customer's uncured material breach, Customer will pay (a) all Fees accrued but unpaid as of the termination date; and (b) as agreed compensation and not as a penalty, fifty percent (50%) of the Fees for the remainder of the then-current Subscription Term, reflecting EagleCloud's capacity and support commitments for that term, which cannot be recovered.

9.5 Customer Data on Termination. For thirty (30) days after an Order ends, Customer may export Customer Data using the functionality of the Products. After that, Customer Data will be deleted in accordance with Schedule A, unless the law requires it to be retained.

9.6 Survival. Sections 3, 4.2 through 4.8, 7.6, 8, 9.4 through 9.6, 10, 11, 12, 13, and 15, and any other provisions that by their nature should survive, survive termination.

10. Indemnification

10.1 By EagleCloud. EagleCloud (which may act through its Affiliates, without their assuming any obligation to Customer) will defend Customer against any third-party claim alleging that the Products, as provided by EagleCloud and used by Customer in accordance with this Agreement, infringe or misappropriate that third party's patent, copyright, trademark, or trade secret that is valid and enforceable in the Territory, and EagleCloud will pay damages finally awarded against Customer, or amounts agreed in settlement, for that claim. "Territory" means Hong Kong, Singapore, Malaysia, and any other jurisdiction expressly specified in the Order.

10.2 Mitigation. If the Products become, or are reasonably likely to become, the subject of an infringement claim, EagleCloud may at its option (a) obtain the right for Customer to continue using them; (b) modify or replace them so that they are non-infringing without materially reducing functionality; or (c) if neither is commercially reasonable, terminate the affected Order and refund prepaid Fees it received for the unused portion of the Subscription Term.

10.3 Exclusions. Section 10.1 does not apply to any claim caused in whole or in part by: (a) use of the Products not in accordance with this Agreement or the Documentation; (b) modification of the Products by anyone other than EagleCloud or its Affiliates; (c) combination of the Products with products, services, or data not provided by EagleCloud, where the claim would not arise without the combination; (d) continued use of an allegedly infringing version after a non-infringing version has been made available; (e) Customer's failure to implement the Recommended Configurations or to install an Update provided to address the alleged infringement; or (f) Customer Data.

10.4 By Customer. Customer will defend EagleCloud and its Affiliates against any third-party claim arising from Customer Data, from Customer's breach of Section 4.4, or from Customer's failure to provide the notices and obtain the consents required by Section 5.1(c), and will pay damages finally awarded, or amounts Customer agrees to in settlement, for that claim.

10.5 Procedure. The indemnified party must (a) promptly notify the indemnifying party in writing of the claim; (b) give the indemnifying party (which, for claims under Section 10.1, includes an Affiliate of EagleCloud acting on its behalf) sole control of the defense and settlement, provided that no settlement may impose any obligation or admission on the indemnified party without its consent; and (c) provide reasonable cooperation at the indemnifying party's expense.

10.6 Exclusive Remedy. THIS SECTION 10 STATES EAGLECLOUD'S ENTIRE LIABILITY AND CUSTOMER'S EXCLUSIVE REMEDY FOR ANY CLAIM THAT THE PRODUCTS INFRINGE OR MISAPPROPRIATE THIRD-PARTY INTELLECTUAL PROPERTY RIGHTS.

11. Limitation of Liability

11.1 Excluded Damages. TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER PARTY (NOR EAGLECLOUD'S AFFILIATES) WILL BE LIABLE FOR ANY LOST PROFITS, REVENUE, OR SAVINGS, LOST BUSINESS OPPORTUNITIES, LOSS OF GOODWILL, LOSS OR CORRUPTION OF DATA, COST OF SUBSTITUTE GOODS OR SERVICES, OR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL,

EXEMPLARY, OR PUNITIVE DAMAGES, HOWEVER CAUSED AND UNDER ANY THEORY OF LIABILITY, EVEN IF ADVISED OF THEIR POSSIBILITY.

11.2 General Cap. TO THE MAXIMUM EXTENT PERMITTED BY LAW, EACH PARTY'S TOTAL LIABILITY ARISING OUT OF OR RELATING TO THIS AGREEMENT WILL NOT EXCEED THE FEES PAID OR PAYABLE FOR THE PRODUCTS GIVING RISE TO THE LIABILITY DURING THE TWELVE (12) MONTHS BEFORE THE EVENT GIVING RISE TO THE FIRST CLAIM. THE LIABILITY OF EAGLECLOUD UNDER THIS SECTION IS THE COMBINED TOTAL LIABILITY OF EAGLECLOUD AND ALL OF ITS AFFILIATES.

11.3 Exceptions. Sections 11.1 and 11.2 do not limit Customer's obligation to pay Fees, Customer's liability for breach of Section 4.4 or 4.8, Customer's obligations under Section 10.4, either party's liability for fraud, for gross negligence, or for death or personal injury caused by its negligence, or any other liability that cannot be limited under applicable law.

11.4 Application. These limitations apply regardless of the form of action, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, and reflect an agreed allocation of risk that is reflected in the Fees.

12. Data Protection, Security, and AI

12.1 Data Processing. Personal Data is processed only to provide, support, and secure the Products and as Customer instructs through its use of the Products, in accordance with the Data Processing Terms in Schedule A.

12.2 Security. EagleCloud maintains, and requires its Affiliates and subprocessors to maintain, administrative, physical, and technical safeguards designed to protect Customer Data against unauthorized access, use, disclosure, alteration, and destruction, appropriate to the nature of the Products. These safeguards will not be materially reduced during the Subscription Term.

12.3 Artificial Intelligence. Some features of the Products use artificial intelligence and machine learning. Customer Data will not be used to train, fine-tune, or improve any artificial intelligence model that is made available to anyone other than Customer, and no third-party model provider will be permitted to do so. Where a feature uses a third-party model, the Documentation will identify the feature and the category of provider. Output generated by the Products for Customer is Customer Data. AI-generated risk assessments, classifications, investigation findings, and reports are provided as decision support only and do not constitute a final determination of fact, employee conduct, or legal liability. Customer is responsible for reviewing AI-generated output before relying on it, and will not make decisions with significant effects on individuals based solely on such output.

13. Export Control and Anti-Corruption

13.1 Export Control and Sanctions. The Products may be subject to export control and sanctions laws, which may include those of the United States (including the Export Administration Regulations), Hong Kong (including the Import and Export Ordinance (Cap. 60) and the regulations made under it), Singapore, and other jurisdictions. Each party will comply with the export control and sanctions laws that apply to it in connection with this Agreement. Customer represents that neither it nor any Authorized User is a person with whom EagleCloud is prohibited from dealing under the export control or sanctions laws that apply to EagleCloud, and that it will not use or make the Products available in any location or to any person in violation of those laws.

13.2 Anti-Corruption. Each party will comply with applicable anti-bribery and anti-corruption laws, which may include the Prevention of Bribery Ordinance (Cap. 201) of Hong Kong, the Prevention of Corruption Act 1960 of Singapore, the Malaysian Anti-Corruption Commission Act 2009, and, where applicable, the U.S. Foreign Corrupt Practices Act. Neither party has offered or received any improper payment, gift, or other thing of value in connection with this Agreement, other than reasonable business hospitality in the ordinary course.

14. Evaluation Products

EagleCloud may make Products or features available free of charge for trial, proof of concept, pilot, beta, or preview purposes ("Evaluation Products"). Customer may use Evaluation Products only for internal evaluation during the period EagleCloud specifies, or seven (7) days if none is specified. EagleCloud may change or end access to Evaluation Products at any time. EVALUATION PRODUCTS ARE PROVIDED "AS IS" WITHOUT WARRANTY, SERVICE LEVEL, SUPPORT, OR INDEMNITY OF ANY KIND, AND, TO THE MAXIMUM EXTENT PERMITTED BY LAW, EAGLECLOUD HAS NO LIABILITY OF ANY KIND ARISING FROM OR

RELATING TO EVALUATION PRODUCTS OR ANY DATA SUBMITTED TO THEM. Customer Data in Evaluation Products may be deleted when the evaluation period ends unless Customer purchases the Products. All other provisions of this Agreement apply to Evaluation Products.

15. General

15.1 Changes to this Agreement. EagleCloud may update this Agreement from time to time by publishing the updated version, with a new effective date, at the address where this Agreement is published, and by notifying Customer's account administrator, or the notice contact stated in the Order, by email and through the management console, with a summary of the changes. The updated version takes effect on that effective date, and Customer's continued use of the Products after that date constitutes acceptance of it. However, an update that materially and adversely affects Customer takes effect thirty (30) days after that notice, and Customer may terminate the affected Order by written notice within that period and receive a refund of any prepaid Fees that EagleCloud received for the unused portion of the Subscription Term. Updates do not change the Fees or subscription quantities in any existing Order, or any provision of a signed agreement that replaces a provision of this Agreement under Section 15.3. For an Order placed through a Cloud Marketplace, the version of this Agreement attached to or linked from the offer on the date Customer accepts it applies to that Order for its current Subscription Term, and an updated version applies to that Order from the start of its next renewal term.

15.2 Prior Terms. This Agreement replaces and supersedes all prior versions of this Agreement and any other click-through, online, or electronically accepted terms that previously governed Customer's access to or use of the Products.

15.3 Signed Agreements and Order of Precedence. A separate written agreement signed by Customer and EagleCloud controls over this Agreement only to the extent it expressly refers to this Agreement and states which provisions it replaces. Otherwise, documents apply in this order: (a) the signed agreement, as stated above; (b) the applicable Order, for that Order only; (c) this Agreement; and (d) the Documentation. An agreement between Customer and a Partner is not a signed agreement with EagleCloud for this purpose. Terms in any Customer purchase order, vendor portal, or other Customer-provided form do not apply and are rejected, even if EagleCloud accepts or signs that document.

15.4 Contracting Entity and Governing Law. The EagleCloud entity that enters into this Agreement with Customer, the law that governs this Agreement and any dispute or non-contractual obligation arising out of or relating to it, and the forum for resolving disputes are determined by the country or region where Customer is located or incorporated, as set out in the table below. References to "EagleCloud" in this Agreement mean that entity. The United Nations Convention on Contracts for the International Sale of Goods does not apply.

Customer location or place of incorporation	Contracting entity	Governing law	Dispute resolution
Hong Kong, Singapore, Malaysia, and any other country or region agreed under Section 2.6	EAGLECLOUD TECHNOLOGY COMPANY LIMITED, a Hong Kong company	Laws of the Hong Kong Special Administrative Region	Arbitration under Section 15.5

15.5 Arbitration. Any dispute, controversy, difference, or claim arising out of or relating to this Agreement, including its existence, validity, interpretation, performance, breach, or termination, or any non-contractual obligation arising out of or relating to it, will be referred to and finally resolved by arbitration administered by the Hong Kong International Arbitration Centre ("HKIAC") under the HKIAC Administered Arbitration Rules in force when the notice of arbitration is submitted. The seat of arbitration is Hong Kong. There will be one arbitrator. The arbitration will be conducted in English. The parties will keep the arbitration, and any award, confidential, except as needed to enforce the award or as required by law. Nothing in this Section prevents either party from seeking urgent interim or injunctive relief from any court of competent jurisdiction to protect its Confidential Information or Intellectual Property Rights, or EagleCloud from bringing proceedings to collect unpaid Fees. This Section does not apply to the extent Customer deals as consumer, in which case the courts of the Hong Kong Special Administrative Region have non-exclusive jurisdiction.

15.6 Sole Contracting Party. EagleCloud is Customer's sole contracting party for the Products. EagleCloud's Affiliates are not parties to this Agreement and have no obligation or liability to Customer under or in connection with it. Customer will bring any claim arising out of or relating to this Agreement or the Products, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, only against EagleCloud, and will not

bring any such claim against any Affiliate of EagleCloud or against any of their directors, officers, employees, or contractors. This Section does not apply to liability for fraud or that cannot be excluded under applicable law.

15.7 Third-Party Rights. EagleCloud's Affiliates may enforce Sections 4, 7.6, 10, 11, 15.5, and 15.6 as they relate to them. Otherwise, no person other than the parties has any right under the Contracts (Rights of Third Parties) Ordinance (Cap. 623) of Hong Kong or otherwise to enforce any term of this Agreement. The parties may amend this Agreement without the consent of any third party.

15.8 Notices. Notices under this Agreement must be in writing. Notices to EagleCloud must be sent to the notice address stated in the Order or, if none is stated, by email to legal@aquila-sec.io. Notices to Customer may be sent to the email address of Customer's account administrator or to the contact stated in the Order. Email notices are effective on the next business day after sending; other notices are effective on receipt.

15.9 Assignment. Neither party may assign this Agreement without the other party's prior written consent, which will not be unreasonably withheld, except that either party may assign it without consent to an Affiliate or to a successor in a merger, acquisition, reorganization, or sale of all or substantially all of its relevant assets, provided the successor is not a direct competitor of the other party. Any other attempted assignment is void. This Agreement binds and benefits the parties and their permitted successors and assigns.

15.10 Subcontractors. EagleCloud may use its Affiliates and other subcontractors to perform its obligations, and remains responsible to Customer for their performance under this Agreement.

15.11 Force Majeure. Neither party is liable for any delay or failure to perform, other than payment obligations, caused by a Force Majeure Event. The affected party will notify the other party promptly and use reasonable efforts to limit the effect of the event.

15.12 Independent Contractors. The parties are independent contractors. This Agreement does not create a partnership, joint venture, agency, fiduciary, or employment relationship.

15.13 Waiver and Severability. A failure or delay in exercising a right is not a waiver of it. If any provision is held invalid or unenforceable, it will be modified to the minimum extent necessary to make it enforceable, and the remaining provisions will remain in effect.

15.14 Amendment. Except as provided in Section 15.1, this Agreement may be amended only by a written agreement signed by authorized representatives of both parties.

15.15 Language. This Agreement is written in English. If it is translated into another language, the English version controls.

15.16 Entire Agreement. Subject to Section 15.3, this Agreement, including its Schedules and all Orders, is the entire agreement between the parties about its subject matter and supersedes all prior and contemporaneous proposals, representations, and understandings about that subject matter. Each party acknowledges that it has not relied on any statement not set out in this Agreement.

Schedule A: Data Processing Terms

A.1 Roles. For Personal Data in Customer Data, Customer is the data user or controller, and EagleCloud processes Personal Data on Customer's behalf as its data processor. EagleCloud will process Personal Data only on Customer's documented instructions, which include this Agreement and Customer's configuration and use of the Products, and in compliance with Data Protection Laws that apply to EagleCloud as a processor.

A.2 Personnel. EagleCloud will ensure that personnel, including personnel of its Affiliates and subprocessors, who access Personal Data are bound by confidentiality obligations and receive appropriate data protection training, and that access is limited to what is needed to provide the Products.

A.3 Subprocessors. Customer authorizes EagleCloud to use its Affiliates, and third-party infrastructure and service providers, as subprocessors to provide, operate, support, and secure the Products. EagleCloud will impose data protection obligations on each subprocessor that are at least as protective as these terms and remains responsible for their performance. EagleCloud may provide further information about its subprocessors to Customer on request, at its discretion and subject to confidentiality.

A.4 Location and Transfers. Customer Data may be stored, processed, and accessed in the locations where EagleCloud, its Affiliates, and its subprocessors operate, for the purposes of providing, operating, supporting, maintaining, and securing the Products. EagleCloud will ensure that Personal Data transferred or accessed outside the jurisdiction in which it was collected receives a standard of protection comparable to that required by Data Protection Laws, including through legally enforceable written obligations on each recipient.

A.5 Security Incidents. EagleCloud will notify Customer without undue delay after becoming aware of a breach of security leading to the accidental or unlawful destruction, loss, alteration, or unauthorized disclosure of, or access to, Customer Data. EagleCloud will provide the information Customer reasonably needs to assess the incident and meet its own notification obligations to regulators and individuals, and will take reasonable steps to contain and remediate the incident. EagleCloud will send notices under this Section to the notice contact stated in the Order (including a contact provided by Customer's Partner), to the email address of Customer's account administrator, or to any security contact Customer registers in the management console. For Private Deployment Software, where EagleCloud has no access to the management console, Customer will keep a notice contact on file with EagleCloud or its Partner.

A.6 Assistance. Taking into account the nature of the processing, EagleCloud will provide reasonable assistance to Customer in responding to requests from individuals to access or correct their Personal Data, and in meeting Customer's other obligations under Data Protection Laws that relate to the Products.

A.7 Retention and Deletion. Following the export period in Section 9.5, Customer Data will be deleted from production systems within thirty (30) days, and from backups in accordance with standard backup rotation, unless the law requires retention. On request, EagleCloud will confirm deletion in writing.

A.8 Audit. On written request no more than once per year, EagleCloud will provide information reasonably necessary to demonstrate compliance with this Schedule, such as completed security questionnaires or available third-party audit reports. Any information provided is EagleCloud's Confidential Information.

A.9 Private Deployment. For Private Deployment Software, Customer Data is stored in Customer's deployment environment and remains under Customer's control. EagleCloud accesses that environment only to the extent Customer authorizes, to provide Support Services, and this Schedule applies to any Personal Data EagleCloud accesses in doing so.

Schedule B: Support

B.1 Service Levels. Any availability commitment, service credits, and support response targets that apply to Customer are those set out in the Order or, once published, in the Service Terms and Service Level Agreement that EagleCloud publishes for the Products, which then form part of this Agreement. A different service level applies only if set out in a written amendment signed by EagleCloud that expressly refers to this Section.

B.2 Support Channels. Support Services are provided through the channels identified in the Documentation or the Order. Where Customer purchased through a Partner, the Partner may provide first-line support and escalate issues to EagleCloud.

B.3 Priority Levels. EagleCloud prioritizes support requests by severity, with the highest priority given to issues where the SaaS is unavailable or a critical function is unusable for most users. Response targets for each priority level are as set out in the Documentation or the Order, and are goals for initial response, not resolution times.

B.4 Customer Obligations. To receive Support Services, Customer must use a supported Software version, provide reasonable information needed to reproduce and diagnose the issue, including logs, configuration details, and error messages, and give reasonable access where needed. Support for issues caused by the circumstances described in Section 7.5 is provided at EagleCloud's discretion and may be charged at its then-current rates.

Schedule C: AWS Marketplace Public Offer

C.1 Scope. This Schedule describes the public offer for the Products in AWS Marketplace and forms part of each Order that Customer places by accepting that public offer. It applies only to those Orders. It does not apply to private offers or to any other Order, and it is not part of this Agreement as published on EagleCloud's website.

C.2 Unit. Each unit purchased under the public offer provides a Subscription Term of twelve (12) months for up to fifty (50) Authorized Users. The Fees for each unit are the price shown in the public offer when Customer accepts it.

C.3 Included Products. Each unit includes the SaaS core platform, IT operations management (ITOM), and Zero Trust Network Access (ZTNA), delivered as SaaS, together with standard Support Services under Schedule B. Other modules, Private Deployment Software, additional services, and different quantities or terms are available only through a private offer or another Order.

C.4 Additional Units. If Customer purchases additional units during a Subscription Term, the additional units end on the same date as that Subscription Term.

C.5 Support. Standard Support Services are requested by email to support@aquila-sec.io. Support hours and response targets are those in the Service Terms and Service Level Agreement once published under Section B.1, and until then those described in the public offer.

C.6 Renewal and Refunds. Renewal of a Subscription Term follows the renewal setting that Customer selects in AWS Marketplace. Fees are non-refundable except as expressly stated in this Agreement.