

Agreements and Terms

Terms of Use

Your use of and access to Celonis Services are governed by the Terms and Conditions of the agreement under which You obtain those Services.

- If You have executed a standalone agreement with Celonis, Your use is governed by the terms contained within that executed agreement.
- If You purchase or renew a Subscription through the execution of an Order with Celonis, Your use is governed by the [Celonis Master Services Agreement](#).
- If You purchase or renew a Subscription through the execution of an order with one of our partners or resellers, Your use is governed by Your agreement with the partner or reseller, and as applicable, Your executed standalone agreement with us or our Master Services Agreement. Our [Privacy Notice](#) also applies.

Privacy / Data Protection

For data protection and privacy documentation related to Make Services, please see "Data Protection and Privacy" at <https://www.make.com/en/terms-and-conditions>.

Otherwise, Your use of the Services is subject to the terms of Our [Data Processing Agreement](#) and [Privacy Notice](#), and the following related documents:

- [Standard Contractual Clauses](#)
- [Subprocessor Listing as of April 15, 2023](#)
- [Technical and Organizational Measures](#)

Please visit Our [Trust Center](#) for other privacy and security related information.

Supporting Documents

Our terms of use reference the following supporting documents, as applicable to Your Subscription:

1. Documentation

Core Products

- [Celonis Execution Management System](#)

- [Celonis Accounts Payable Execution App](#)
- [Celonis Collections Management Execution App](#)
- [Celonis Opportunity Management Execution App](#)
- [Celonis Academy](#)
- [Celonis Train the Trainer Platform](#)
- [Celonis Shipping Emissions Reduction App](#)

Additional Services

- [Celonis for Consulting+ \(C4C+\) / Celonis for Consulting+ Execution \(C4C+ Execution\)](#)
- [Celonis Snap and Snap Plus](#)
- [Touchless Order Capture \(powered by Conexiom\)](#)
- [AP Invoice Ingestion \(powered by Rossum\)](#)

Supplementary Services

- [Make Enterprise](#)
- [Lenses.io](#)
- [EcoVadis Sustainability Rating Solution](#)
- [IntegrityNext](#)

2. Metrics Description

- [Celonis Definition Subscription Scope: Celonis Execution Management System](#)

3. Support Services and Service Level Agreement

- [Service Description for Celonis Support Services](#)
- [Service Description for Celonis Support Services – Japanese](#)
- [Service Description for Celonis Premium Support](#)
- [Service Level Agreement for Celonis](#)
- [Service Description and Service Level Agreement for Make™](#)
- [Service Description and Service Level Agreement for Lenses.io](#)

4. Order Form Supplements

- [Order Supplement for Lenses.io](#)
- [Order Supplement for Make™ Services](#)
- [Order Supplement for EcoVadis Services](#)

Website Terms of Use

The [Celonis Website Terms of Use](#) apply to Your use of the Celonis website.

Other Legal Documents

For a full listing of all legal documents, please see below.

Master Services Agreement

Master Services Description - Multi-jurisdiction

Past version(s)

Master Services Agreement - Multi-jurisdiction - German

Master Services Agreement - Multi-jurisdiction - Spanish

Master Services Agreement - Multi-jurisdiction - Japanese

Master Services Agreement - Multi-jurisdiction - French

Master Services Agreement - Multi-jurisdiction - Italian

Master Services Agreement - Multi-jurisdiction - Portuguese

Data Protection and Privacy

Data Processing Agreement

Data Processing Agreement (English - French)

Data Processing Agreement (English - Spanish)

Data Processing Agreement (English - Japanese)

Data Processing Agreement (English - Italian)

Data Processing Agreement (English - Portuguese)

Standard Contractual Clauses

Technical and Organizational Measures

Subprocessor Listing November 2021

Past version(s)

Subprocessor Listing April 2023

Product Descriptions

EMS Platform Products

Celonis Execution Management System

EMS Business Applications

Celonis Accounts Payable Execution App

Celonis Collections Management Execution App

Celonis Opportunity Management Execution App

Touchless Order Capture (powered by Conexiom)

AP Invoice Ingestion (powered by Rossum)

Celonis Training

Celonis Academy

Celonis Train the Trainer Program

Shipping Emissions Reduction Application

Shipping Emissions Reduction Application

Celonis for Consulting

Celonis for Consulting+ (C4C+) / Celonis for Consulting+ Execution
(C4C+ Execution) (May 2022)

Celonis for Consulting+ (C4C+) / Celonis for Consulting+ Execution
(C4C+ Execution) (November 2021)

Celonis for Consulting Hub Terms and Conditions

Snap

Snap and Snap Plus

Metrics Definition

Celonis Definition Subscription Scope: Celonis Execution Management System

Support Services Description and Service Level Agreement

Service Level Agreement SaaS

Service Description for Celonis Support Services

Service Description for Celonis Support Services – Japanese

Service Description for Celonis Premium Support

Service Description and Service Level Agreement for Make™

Master Early Adopter Terms & Conditions

Early Adopter Terms & Conditions

Celonis API Fair Use Policy

Celonis API Fair Use Policy

Other Agreements

Academic IBC – Terms of Use

Past version(s)

Legacy Single-Jurisdiction Master Services Agreement

Master Services Agreement – German Law

Past version(s)

Master Services Agreement – English Law

Past version(s)

Master Services Agreement – US (New York State) Law

Past version(s)

Master Services Agreement – Dutch Law

Past version(s)

Master Services Agreement – Swiss Law

Past version(s)

Master Services Agreement – Japanese Law

Past version(s)

Contrato marco de servicios – Ley Inglesa

Rahmenbedingungen für Celonis Services – Deutsches Recht

Past version(s)

Legacy Cloud Services Agreement

Cloud Services Agreement – German Law

Past version(s)

Cloud Services Agreement – English Law

Past version(s)

Cloud Services Agreement – US (New York State) Law

Past version(s)

Cloud Services Agreement – Dutch Law

Past version(s)

Cloud Services Agreement – Swiss Law

Past version(s)

Rahmenbedingungen für Celonis Cloud Services – Deutsches Recht

Past version(s)

Cloud Services Agreement – Japanese Law

Legacy Software Subscription Agreement

Software Subscription Agreement – German Law

Past version(s)

Software Subscription Agreement – English Law

Past version(s)

Software Subscription Agreement – US (New York State) Law

Past version(s)

Software Subscription Agreement – Dutch Law

Past version(s)

Software Subscription Agreement – Swiss Law

Past version(s)

Bedingungen für die Miete von Celonis Standardsoftware – Deutsches Recht

Past version(s)

Legacy Professional Services Agreement

Professional Services Agreement – German Law

Past version(s)

Professional Services Agreement – English Law

Past version(s)

Professional Services Agreement – US (New York State) Law

Past version(s)

Professional Services Agreement – Dutch Law

Past version(s)

Professional Services Agreement – Swiss Law

Past version(s)

Celonis Bedingungen für die Erbringung von Leistungen – Deutsches Recht

Past version(s)

Legacy Terms

General Terms for Celonis Snap and Snap Plus

Past version(s)

Legacy Products

Product Description: Celonis Intelligent Business Cloud

Product Description: Celonis Intelligent Action Engine

Product Description: Celonis Intelligent Process Mining Enterprise Edition SaaS

Product Description: Celonis Process Mining Enterprise Edition On Premise

Product Description: Celonis Intelligent Process Mining

Product Description: Celonis Content Store

Product Description: Celonis Digital Consulting Platform

Product Description: Celonis Process Mining Single User Edition

Legacy Metrics

Celonis Definition Subscription Scope: Celonis Intelligent Business Cloud

Celonis Definition License Scope/Subscription Scope: Celonis Intelligent Process Mining

Celonis Definition Nutzungsumfang: Celonis Intelligent Business Cloud

Celonis Definition Lizenzumfang/Nutzungsumfang: Celonis Intelligent Process Mining

Integromat Next Generation and Make Enterprise

Product Description: Integromat Next Generation

Product Description: Make Enterprise

Product Description: Make-White Label

Order Supplement for Integromat Services

Order Supplement for Make™ Services

Lenses.io

Product Description: Lenses.io

Support Services Description and Service Level Agreement for Lenses.io

Order Supplement for Lenses.io

EULA for Lenses.io

EcoVadis Sustainability Rating Solution

Celonis Product Description EcoVadis Sustainability Rating Solution

Celonis Order Supplement for EcoVadis Services

IntegrityNext

Celonis Product Description IntegrityNext

Supply of Goods and Services

Supply of Goods and Services Terms and Conditions

Past version(s)

Supplier Code of Conduct

Supplier Code of Conduct (V3)

Celonis World Tour

Celonis World Tour – Event Terms and Conditions

Celonis World Tour 2022 Sponsorship Terms

Microsoft Marketplace EULA for PAFNow

PAFNow_Microsoft Marketplace_EULA