



AI Terms

These **AI Terms** constitute Supplemental Terms under the Terms of Service (ToS) and apply solely to the extent Customer uses AI Features as part of the Services. In the event of conflict between these AI Terms and other contractual provisions, these AI Terms prevail solely with respect to AI Features.

1. Ownership

- 1.1 MPMX and its licensors retain all rights, title, and interest in the AI Features and related intellectual property.
- 1.2 Customer retains all rights in AI Input and Customer Data.
- 1.3 To the extent permitted by law, Customer may use AI Output for its internal business purposes in connection with the Services.
- 1.4 Customer acknowledges that due to the probabilistic nature of AI systems, AI Output generated for other customers may be similar or identical.

2. Ownership

- 2.1 Customer grants MPMX the right to process AI Input (i) to provide and operate AI Features; (ii) to ensure compliance with contractual limits; (iii) to maintain platform security; (iv) to improve service functionality; and (v) to collect, analyze, and use usage data, interaction logs, system telemetry, and performance metrics related to AI Features for service monitoring, security, troubleshooting, model orchestration, and product improvement purposes, provided that such data is used in aggregated or anonymized form where reasonably practicable.
- 2.2 MPMX does not use Customer confidential data to train third-party general-purpose models for the benefit of other customers unless expressly agreed.

3. AI Providers and Third-Party Models

- 3.1 AI Features may rely on third-party AI Providers or foundational models.
- 3.2 Customer acknowledges that (i) such providers operate outside MPMX's direct control; (ii) AI Input may be processed through such providers where necessary to provide AI Features; and (iii) availability and performance of underlying models cannot be guaranteed.
- 3.3 Where AI Input includes Personal Data, such Processing is governed by the Data Processing Terms.
- 3.4 MPMX reserves the right to modify, substitute, or update underlying AI models or third-party AI Providers where reasonably necessary to maintain, improve, secure, or commercially operate the AI Features, provided that overall functionality is not materially degraded.

4. Acceptable Use of AI Features

- 4.1 Customer does not use AI Features (i) to infringe third-party rights; (ii) to generate unlawful or harmful content; (iii) to perform automated decision-making producing legal or similarly significant effects on individuals without appropriate human review; and/or (iv) to train or develop competing AI models; (v) to misrepresent AI Output as human-generated or independently verified; or (vi) to reverse engineer, extract prompts, replicate agent logic, systematically benchmark for competitive purposes, or otherwise attempt to derive underlying models, orchestration logic, or proprietary configurations of the AI Features.
- 4.2 Customer remains solely responsible for the legality, accuracy, and appropriateness of AI Input.

5. Human Review and Responsibility for Output

- 5.1 Customer acknowledges that AI Output (i) may be inaccurate, incomplete, or biased; (ii) is probabilistic in nature; and/or (iii) may require verification.
- 5.2 Customer is solely responsible for reviewing AI Output and determining its suitability before relying on it.
- 5.3 AI Features are not intended for (i) life-critical systems; (ii) safety-critical decision making; (iii) medical diagnosis; (iv) legal advice; and/or (v) fully automated high-risk decision making, unless expressly agreed in writing.
- 5.4 AI Features, including but not limited to analytics, simulations, agent-based recommendations, or automated process support, are designed to assist decision-making and operational efficiency. MPMX does not warrant or guarantee any specific business, financial, operational, compliance, or economic outcomes (including, without limitation, DSO reduction, DPO optimization, working capital improvement, cost savings, or revenue increase). Any projections, forecasts,

simulations, or optimization suggestions are indicative only and remain subject to Customer validation and implementation decisions.

6. Agentic Execution and Operational Use

- 6.1 Certain AI Features may enable configurable automated workflows, agent-based process execution, or operational recommendations in the sense of agentic execution.
- 6.2 Unless expressly agreed otherwise in writing, AI Features are provided as decision-support systems. Customer remains solely responsible for (i) defining configuration parameters, thresholds, approval workflows, and execution logic; (ii) reviewing and approving automated actions where applicable; and (iii) ensuring that deployment of agentic execution complies with applicable laws and internal governance policies.
- 6.3 MPMX is not responsible for business decisions, operational changes, financial impacts, or process modifications implemented by Customer based on AI Output or agentic execution.

7. AI Governance and Compliance

- 7.1 MPMX maintains governance measures reasonably designed to support responsible AI deployment, including (i) internal accountability for AI operation; (ii) documentation describing intended functionality and limitations; and (iii) processes designed to mitigate foreseeable misuse risks.
- 7.2 To the extent applicable, AI Features are designed to support compliance with Regulation (EU) 2024/1689 (EU AI Act).
- 7.3 Customer acknowledges that it remains responsible for assessing whether its specific use of AI Features constitutes a high-risk AI system under Regulation (EU) 2024/1689 (EU AI Act) or other applicable laws. Unless expressly agreed otherwise, MPMX provides AI Features as general-purpose or decision-support systems and does not assume the role of “provider” of a high-risk AI system within the meaning of the EU AI Act for Customer-specific implementations.

8. Beta, Preview and Trial Features

- 8.1 AI Features designated as “Beta” “Preview” “Early Access” or provided under a time-limited trial may contain errors, defects, or incomplete functionality.
- 8.2 Such features are provided “as is” without warranties of any kind and may be modified, suspended, or discontinued at MPMX’s discretion.
- 8.3 To the maximum extent permitted by law, MPMX has no liability arising from Customer’s use of Beta, Preview, or Trial AI Features.

9. Disclaimer of AI Output Accuracy

- 9.1 AI Features rely in part on third-party models and statistical processing methods.
- 9.2 MPMX does not warrant (i) accuracy of AI Output; (ii) completeness of generated results; (iii) absence of bias; and (iv) non-infringement of generated content.
- 9.3 Customer assumes full responsibility for use of AI Output.

10. Customer-Provided Models (if applicable)

- 10.1 Where the Services allow Customer to integrate its own models or external AI services Customer remains solely responsible for (i) legality of such models; (ii) compliance with applicable laws; (iii) security and confidentiality; and (iv) operational performance.
- 10.2 MPMX does not warrant compatibility or performance of customer-provided models.

11. Customer-Provided Models (if applicable)

MPMX may suspend access to AI Features where Customer uses AI Features in violation of these AI Terms or applicable law. Where reasonably possible, MPMX will notify Customer and allow remediation prior to suspension.

These AI Terms are effective as of the date of publication. Last updated: 01 May 2026.