



SaaS Hosting Terms

These **SaaS Hosting Terms** constitute Supplemental Terms under the Terms of Service (ToS) and apply solely to the extent Customer subscribes to Services provided in a SaaS hosting environment in an applicable Order Form.

1. Scope, Parts and Subject Matter

- 1.1 These SaaS Hosting Terms apply where Services are provided to Customer as hosted software services accessible via the internet.
- 1.2 The subject of these SaaS Hosting Terms is the allocation of responsibilities for hosting, system operation, service availability, and access to the Services in such SaaS environments.
- 1.3 mpmX and its documentation are protected by applicable intellectual property laws, including copyright, database rights, and trade secret protections, and all rights therein remain with MPMX or its licensors.

2. Provision of SaaS Services

- 2.1 The Services are made available to Customer as software-as-a-service solutions accessible via the internet.
- 2.2 Customer is entitled to access and use the Services using the credentials and access methods provided by MPMX for the contractual use of the Services.
- 2.3 After the Effective Date, MPMX provides Customer with the necessary access instructions electronically using the contact details specified in the applicable Order Form.
- 2.4 Customer is responsible for ensuring its own ability to access the Services, including maintaining suitable internet connectivity, browser compatibility, and user environment.

3. Use of Third-Party Cloud Infrastructure

- 3.1 The Services may be hosted on third-party cloud platforms, including Qlik Cloud where applicable.
- 3.2 Where Services are hosted on Qlik Cloud or other third-party infrastructure, mandatory platform terms of the respective provider may apply solely with respect to the operation of such infrastructure.
- 3.3 Such third-party platform terms do not create any direct contractual relationship between Customer and the infrastructure provider unless explicitly agreed otherwise.
- 3.4 MPMX remains responsible for providing the contractual Services to Customer.
- 3.5 Where Services are hosted on Qlik Cloud, Customer acknowledges that certain mandatory operational, technical, security, acceptable use, subscription, or configuration requirements imposed by Qlik may apply to the extent binding on MPMX under its OEM or reseller arrangements. MPMX may flow down such requirements to Customer where reasonably necessary for continued lawful and operational provision of the Services. Customer may access functionalities provided through Qlik Cloud solely as embedded within or made available through the Services and not as an independent subscription or direct standalone service, unless expressly agreed otherwise in the applicable Order Form. MPMX may implement reasonable technical restrictions, user limits, tenant configurations, or access controls required by the relevant third-party cloud provider or by the applicable service model.

4. Minimum Technical Requirements

- 4.1 Use of the Services requires compliance with the Minimum Requirements applicable to Customer's access systems and user environment.
- 4.2 Customer is responsible for ensuring continuous compliance with such Minimum Requirements as updated from time to time.
- 4.3 MPMX may update Minimum Requirements to reflect technical developments, security requirements, performance improvements, or compatibility needs.
- 4.4 Where reasonably possible, MPMX will provide advance notice of material changes to Minimum Requirements.
- 4.5 Failure to meet Minimum Requirements may result in reduced performance, limited functionality, or inability to access the Services, for which MPMX is not responsible.

5. Security Responsibilities of Customer

5.1 Customer is responsible for implementing appropriate security measures for all user accounts and systems used to access the Services. Customer in particular ensures to (i) secure credential management; (ii) prevention of unauthorized account access; (iii) protection of user devices; and (iv) appropriate internal access controls.

5.2 Customer remains responsible for all use of the Services through Customer accounts.

6. Operational Responsibility of MPMX

6.1 MPMX is responsible for operating the hosting environment of the Services where such hosting is provided by MPMX or its infrastructure providers.

6.2 MPMX is not responsible for (i) Customer internet connectivity; (ii) local network restrictions; (iii) browser configuration issues; (iv) Customer endpoint security; or (v) Customer device failures, unless such issues are directly caused by the Services themselves.

6.3 MPMX may temporarily suspend or restrict access to the Services or parts thereof to the extent reasonably necessary due to (i) urgent security risks; (ii) misuse of the Services; (iii) mandatory actions or restrictions imposed by hosting or platform providers; (iv) maintenance windows; or (v) compliance with applicable law. Where reasonably practicable, MPMX will provide prior notice.

7. Backup and Data Protection Responsibility

7.1 Unless otherwise agreed, MPMX performs backups for hosted Services under its direct operational control. Where Services are hosted on Qlik Cloud or other third-party infrastructure, backup, redundancy, and recovery measures may be performed by the relevant provider in accordance with its standard service model.

7.2 Customer remains responsible for maintaining additional backups of Customer Data where required for Customer's own regulatory or operational purposes.

7.3 Where third-party cloud infrastructure is used, Customer acknowledges that certain hosting locations, data residency options, redundancy models, or disaster recovery measures may be determined by the relevant provider's standard service model, unless expressly agreed otherwise.

8. Verification of Compliance

8.1 MPMX may verify Customer's compliance with the hosting and usage obligations under these SaaS Hosting Terms upon reasonable prior notice and during normal business hours, primarily by requesting relevant system and usage information.

8.2 On-site inspections are only conducted where remote verification is reasonably insufficient and only upon reasonable notice, subject to confidentiality obligations and with minimal disruption to Customer's operations.

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