

PALANTIR CENTRAL SUPPORT ACTIVATION ADDENDUM

BY SELECTING "I ACCEPT" (OR EQUIVALENT) WHERE SUCH OPTION IS MADE AVAILABLE, OR BY ENABLING, ACCESSING OR OTHERWISE USING THE CENTRAL SUPPORT SERVICE IN CONNECTION WITH THE SERVICE, YOU CONFIRM THAT YOU HAVE READ THIS ADDENDUM, THAT YOU UNDERSTAND THE TERMS OF THE ADDENDUM, AND THAT YOU AND (IF APPLICABLE) CUSTOMER ARE UNCONDITIONALLY CONSENTING TO BE BOUND BY AND ARE BECOMING A PARTY TO THIS AGREEMENT. YOU REPRESENT AND WARRANT THAT YOU ARE AUTHORIZED TO ACCEPT THE TERMS OF THIS AGREEMENT ON BEHALF OF CUSTOMER AS ITS AUTHORIZED LEGAL REPRESENTATIVE. IF YOU DO NOT UNCONDITIONALLY AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, DO NOT SELECT "I ACCEPT" OR EQUIVALENT OR OTHERWISE AGREE TO THE TERMS AND CONDITIONS WHERE SUCH OPTION IS MADE AVAILABLE AND DO NOT ENABLE, ACCESS, OR OTHERWISE USE THE CENTRAL SUPPORT SERVICE.

PALANTIR'S ACCEPTANCE IS EXPRESSLY CONDITIONED UPON YOUR ASSENT TO ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT, TO THE EXCLUSION OF ALL OTHER TERMS; IF THESE TERMS ARE CONSIDERED AN OFFER, ACCEPTANCE IS EXPRESSLY LIMITED TO THESE TERMS.

This Palantir Central Support Activation Addendum between Customer and Palantir (each a "**Party**" and collectively the "**Parties**") and any exhibits, amendments, or addendums thereto (the "**Addendum**"), shall be effective as of the date You select "I agree" or equivalent or otherwise use or access the Central Support Service in connection with the Service (the "**Effective Date**"). The Parties have previously entered into an agreement governing Customer's use of Palantir's proprietary software-as-a-service offerings(s) including any exhibits, annexes, attachments, amendments or addenda (the "**Agreement**"). This Addendum is hereby incorporated into the Agreement. Any capitalized terms used but not defined in this Addendum shall have the meaning provided in the Agreement. In the event of any conflict or inconsistency between the Agreement and this Addendum, this Addendum shall prevail and control with respect to the applicable conflicting and/or inconsistent term(s). This Addendum will remain in effect until any expiration or termination of the Agreement pursuant thereto.

1. Definitions

- a. "**Central Support Service**" means Palantir's central support service, including but not limited to Palantir Support Personnel addressing issues tickets, which Customer raises via the Service, from a centralized Palantir-managed cloud environment.
- b. "**Customer**" for the purposes of this Addendum means the entity that has contracted with Palantir to use the Service, in connection with which the Third Party Model Service will be enabled pursuant to this Addendum.
- c. "**Customer Support Data**" means any data (including aggregated or transformed versions thereof and analytical outputs), models, algorithms, analyses, transformation code, business logic or other content that is provided to Palantir by (whether directly or indirectly from a third party) or created by Customer using the Service, for purposes of (a) seeking support from Palantir, or (b) providing Palantir suggestions, enhancement requests, recommendations, or other feedback.
- d. "**Palantir**" means Palantir Technologies Inc. or the applicable affiliate thereof that has contracted with Customer for the Service, in connection with which the Third Party Model Service will be enabled pursuant to this Addendum.
- e. "**Palantir Support Personnel**" means Palantir's employees, contractors, subcontractors, agents, and representatives providing support services.
- f. "**Process(ing)**" or "**process(ing)**" means as defined in the Agreement or, if undefined, then any operation or set of operations which is performed upon Customer's information, whether or not by automatic means.
- g. "**Service**" means Customer's instance(s) of Palantir's proprietary software-as-a-service offering(s) for which Customer has separately contracted in the Agreement, and in connection with which the Central Support Service will be provided.
- h. "**Subprocessor**" means any processor engaged by Palantir to Process personal data for the purpose of providing the Service.
- i. "**You**" means the natural person selecting "I Agree" (or equivalent) where such option is made available, or by enabling, accessing, or otherwise using the Central Support Service in connection with the Service.

2. Central Support Service Terms

Notwithstanding anything to the contrary in the Agreement, Customer hereby authorizes Palantir to provide the Central Support Service, which includes (but is not limited to) Customer's authorization of and consent to the following: (a) Palantir Support Personnel may use and access Customer Support Data for the purpose of providing the Central Support Service, from any country, excluding any Prohibited Country and any Restricted Country set forth in the Palantir Restrictions on Countries available at <https://app.safefbase.io/accounts/c5232d11-0672-4a74-a747-40449fe93b91/share?product=default&itemUid=ffcd773e-b889-46d3-a297-dbb30ef96da0&source=search>; and (b) Palantir may process Customer Support Data in and on Palantir-managed infrastructure located in any jurisdiction in which a "Palantir Affiliate" (the Palantir entities set forth at <https://palantir.pactsafe.io/#contract-byudpnmin>) is domiciled with the storage of Customer Support Data being made in the United Kingdom and/or the United States of America.

3. Data Protection Agreement Amendment

This Addendum hereby amends the clauses concerning processing of personal data ("DPA") which form part of the Agreement. If there is a conflict in meaning between the Agreement and this Section 3 of the Addendum, this Addendum shall prevail and control.

The Parties agree to appoint the following Subprocessors for the processing of Customer Support Data:

Subprocessor	Address
Microsoft Corporation	One Microsoft Way, Redmond, WA 98052, USA
Amazon Web Services	410 Terry Avenue North, Seattle, WA 98109, USA
Google LLC	1600 Amphitheatre Parkway, Mountain View, 94043 CA, USA
OpenAI LLC	3180 18th Street, San Francisco, CA 94110, USA

Palantir and each Subprocessor have entered into a services agreement which include data protection terms that are substantially similar to the DPA and integrate any necessary personal data transfer mechanisms.

Palantir's online data protection agreement available at <https://www.palantir.com/data-protection/agreement/3791/> provides details on the Processing performed by the listed Subprocessors.