SAP Process Mining by Celonis Enterprise Platform

Supplemental Terms and Conditions

This Supplement is part of an agreement for certain SAP Cloud Services between SAP and Customer and apply only to the software-as-a service made available as part of the **SAP Process Mining by Celonis, Enterprise Platform** (the "**Cloud Service**").

1. CLOUD SERVICE

The subscription to this Cloud Service is specifically related to SAP Process Mining by Celonis, Enterprise Platform and the scope of use may be further limited by either licensed named users, or capacity, or by the scope of connectors made available. For purposes of this Supplement, the Cloud Service shall only include the connectors for the product specified in an Order Form (enterprise platform includes all available SAP source systems connectors). The Cloud Service includes access to one production and one test data area per deployment.

2. USAGE METRICS

2.1.   The Usage Metrics for the Cloud Service are defined below:

a)   An "**Entitlement Package**" is a defined set of entitlements for the Cloud Service. It includes storage, transformation, high-performance computation and processing of applicable data, which is stored and ingested into the Celonis Environment concurrently at a given time. Entitlement Package is measured in gigabytes (GB). Each Entitlement Package consists of a maximum total of 100 GB of raw uncompressed data.

b)   A "**User**" means an individual authorized to access the Cloud Service, and includes the following types of Users.

A **Business User** is an individual authorized to access the Cloud Service that can view and interact with Analyses, Process Discovery, Process Conformance and the Action Engine. A Business User can receive Action Engine Signals (triggered by configurations done by an Analyst Users)

An **Analyst User** is an individual authorized to access the Cloud Service that has administrative capabilities, and can create, edit, delete all content, connect new processes, manage integration points and has capability to run ML Analyses

3. ADDITIONAL TERMS

3.1.   **Prerequisites.** A prerequisite for use of the Cloud Service is a valid license or subscription to the applicable Integrated SAP Solution. **"Integrated SAP Solution"** refers to the SAP product or cloud service to which the Cloud Service is integrated and for which the Processes are defined.

3.2.   **Implementation Services.** The Customer is responsible for the initial set-up, configuration and any integration of the Cloud Service. Some set-up and/or configuration effort is required to use the Cloud Service and is not included with a subscription to the Cloud Service.

3.3.   **Limited Availability of Select Features.** From time to time, subject to the requirements presented by SAP at the time, Customer may elect to participate in a limited availability program enabling use of a new feature for the Cloud Service prior to general production availability. SAP may elect at its own discretion to remove any limited availability feature from use and/or not release it into the Cloud Service.

3.4.   **Feedback**. If Customer submits input, suggestions or other feedback respecting the Cloud Service directly to SAP, (collectively, "**Feedback**"), such Feedback is considered SAP Materials as between Customer and SAP, and Customer grants to SAP a perpetual, irrevocable, nonexclusive, worldwide, fully paid up and royalty free license to use such Feedback without restrictions of any kind and without any payment or other consideration of any kind, or permission or notification to Customer.

3.5.   **Subprocessor**. Customer acknowledges that material aspects of the Cloud Service are provided by a third party, Celonis SE, a German corporation, alone or along with its affiliates and this service provider shall be considered a Third Party Subprocessor under the Data Processing Agreement.

3.6.   **Security**. SAP, directly or by ensuring compliance by its service providers, shall maintain adequate security for security management of the Cloud Service meeting or exceeding, standards generally equivalent to international standards ISO 9001 or ISO 27001.

4.   **DATA (**For clarity, this section 4 shall be deemed an SAP Policy**)**

4.1.   **Data Limits.** The data volume which can be used on the Cloud Service is limited to the number of Entitlement Packages purchased. Each Entitlement Package has a limit of 100 GB of raw uncompressed data as outlined in Section 2.1. This is a total maximum across the productive and sandbox/test systems. **For integration with Integrated SAP Solutions that are also cloud-based services, Customer will comply with the data transfer volume, bandwidth and/or frequency limits stated in the Documentation.**

4.2.   **Hosting locations**. This Cloud Service is operated utilizing specific regional data centers that are not operated directly by SAP or Celonis. During provisioning of the Cloud Service, Customer may select which of the available regional data centers to utilize. More information about the use of these data centers is available from SAP, upon request.

4.3.   **Restricted Information.** Restrictions on the type of Customer Data that SAP allows to be submitted processed in the Integrated SAP Solution, also apply to the Cloud Service. Notwithstanding restrictions applicable to the Integrated SAP Solution, Customer may submit either of the following to the Cloud Service: (i) credit card numbers; (ii) personal data falling into the "special categories" of personal data addressed by Article 9 of the EU General Data Protection Regulation 2016/679.