SAP Engagement Cloud
Supplemental Terms and Conditions
SAP Engagement Cloud
補充條款與條件

This Supplement is part of an Agreement between SAP and Customer and applies solely to the SAP Engagement Cloud Service.

本補充條款係 SAP 與客戶之間所訂合約之一部分，僅適用於 SAP Engagement Cloud 雲端服務。

1. DEFINITIONS
名詞定義

1.1. "**Capacity Services**" means the individual services comprising the Cloud Service identified in Attachment A, as may be updated by SAP from time-to-time with additional Capacity Services.
「**產能服務**」係指附件 A 中雲端服務所包含的個別服務，SAP 得不時將其他產能服務更新到該清單中。

1.2. "**Capacity Unit**" is a ratio of services consumed via the Cloud Service and is calculated as set forth in this Supplement.
「**產能單位**」係指透過雲端服務耗用的服務之比例，計算方式如此補充條款中所規定。

1.3. "**Capacity Units of Measure**" are the types of metrics used to measure use of a particular Capacity Service.
「**產能計量單位**」係指衡量產能服務使用量的度量類型。

1.4. **"Capacity Unit Value**" is the numerical value assigned to a specific Cloud Service that, when multiplied by the number of used Capacity Units of Measure, results in the consumed Capacity Units.
「產能單位值**」係指指派給特定雲端服務的數值，乘上已使用的產能計量單位數量後，會得出已耗用的產能單位。**

1.5. "**Contact**" is each individual data object for each customer, prospect, business partner, or constituent profile managed via the Cloud Service.
「**聯絡人**」係指透過雲端服務管理每個客戶、潛在客戶、業務夥伴或委託人設定檔之每一個資料物件。

1.6. "**Contract Month**" means, in relation to the Usage Metric, a period starting on the day in a calendar month that is the same numerically corresponding day as the Order Form Effective Date, and ending on the numerically corresponding day in the next calendar month, except that if there is no numerically corresponding day in the calendar month in which that period is to end, that period shall end on the last day in the next calendar month.
「**契約月**」係指，與使用度量相關，從訂購單生效日期所對應的曆月日當天開始，在下一個曆月之相同日期結束的一段期間。但如果在期間結束的曆月中沒有與期間開始日對應的曆日，則期間結束日以該曆月最後一日計算。

1.7. "**Tenant**" is a customer-specific instance of the Cloud Service.
「**租用戶**」係指雲端服務之特定客戶執行個體。

2. USAGE METRIC
使用度量

2.1. The Usage Metric for the SAP Engagement Cloud, enterprise edition Cloud Service is Contacts, in blocks of 100, 000 per Contract Month. For this Cloud Service, Contact refers to unique IDs in the contact database, i.e. the unique IDs of customers, prospects, employees, business partners and other constituents as entered into the Cloud Service entered by the Customer. Customer is solely responsible for deleting Contacts no longer required by Customer and for ensuring there are no duplicate IDs for the same individual. This Cloud Service includes 100 Capacity Units per block of 100 000 Contacts per contract month.
SAP Engagement Cloud (企業版) 雲端服務的使用度量為聯絡人，以每契約月 100,000 位聯絡人為單位計算。針對此雲端服務，聯絡人係指聯絡人資料庫中的唯一 ID，亦即客戶輸入的雲端服務中所輸入的客戶、潛在客戶、員工、業務夥伴和其他委託人的唯一 ID。客戶須全權負責刪除客戶不再需要的聯絡人，並確保相同個人沒有重複 ID。本雲端服務包括每契約月每單位 100,000 個聯絡人 100 個產能單位。

2.2. The Usage Metric for the SAP Engagement Cloud, additional capacity units Cloud Service is Capacity Units, in blocks of 1000 Capacity Units per Contract Month. Each Capacity Service specified in Attachment A has a corresponding Capacity Unit of Measure and Capacity Unit Value. To calculate the number of Capacity Units consumed through use of each Capacity Service, the total amount of Capacity Units of Measure used during the year is multiplied by the Capacity Unit Value to arrive at the number of Capacity Units consumed by that Capacity Service. Customer may consume Capacity Units up to the total amount stated in the Order Form for each year. Unused Capacity Units may not be carried over into any subsequent year. Overages will be calculated based on the average monthly Capacity Units used by the Customer within each twelve-month period starting from the Order Form Effective Date, such that the average monthly usage will be compared to licensed metrics on a monthly basis to determine overage.

2.3. SAP Engagement Cloud：額外產能單位雲端服務之使用度量為產能單位，以每契約月 1000 個產能單位計算。附件 A 中指定的產能服務皆有對應的產能計量單位和產能單位值。如要計算使用各產能服務時所耗用的產能單位數量，應將年度使用的產能計量單位總量乘上產能單位值，即可得出該產能服務的產能單位數量。在每一年中，客戶可以耗用的產能單位上限是訂購單規定的總量。未使用的產能單位不得沿用到任何後續年。超量使用的計算將依據客戶自訂購單生效日期起，每十二個月內使用的平均每月產能單位，以便每月平均使用量與授權度量進行比較，從而決定超量使用。

Calculation example: If there was 2 Terabyte of the Open Data Queries Capacity Service used in one Contract Month, the resulting consumption would be 160 Capacity Units (i.e., 2 Terabyte of Open Data Queries * 80 Capacity Unit Value = 160 Capacity Units).
計算範例：若某契約月使用 2 TB 的開放式資料查詢產能服務，則產生的耗用量為 160 個產能單位 (亦即 2 TB 開放式資料查詢 * 80 產能單位值 = 160 產能單位)。

2.4. The Usage Metric for the SAP Engagement Cloud, test tenant is Tenant. The test tenant is a non-productive tenant and may only be used for non-productive development and testing.
SAP Engagement Cloud：測試租用戶之使用度量為租用戶。測試租用戶為非正式運作租用戶，且僅得用於非正式運作之開發與測試。

3. ADDITIONAL TERMS
其他條款

3.1. Data Processing. Customer agrees that SAP may track user interactions with the Cloud Service and page performance-related data on the Cloud Service platform UI. SAP will use this collected data to identify problems in time, improve user experience and facilitate and improve operation of the Cloud Service. Any data collected is only used for these product development purposes. Customer may not use the Cloud Service to process any special categories of personal data as set out in Article 9 of the GDPR and all other applicable data protection laws. In deviation from the Product Development Schedule, SAP may as the Customer's processor and under the terms of the Personal Data Processing Agreement for SAP Cloud Services and as instructed by Customer hereby anonymize Customer Data in order to use the so-anonymized data for the purposes of (i) developing and improving the Cloud Service and other products and services of SAP, SAP SE and SAP Affiliates and (ii) benchmarking purposes as further described in this paragraph. When using Customer Data for benchmarking purposes, SAP, SAP SE and SAP Affiliates will aggregate the anonymized data with other anonymized data, including the data of other customers so long as such aggregation omits any data that would enable the identification of Customer, Customer's clients, or any individual, company or organization ("Aggregated Data"). SAP, SAP SE and SAP Affiliates may use the Aggregated Data for the purpose of benchmarking industry practices, in particular for (i) creating and making available to Customer and SAP analyses on Customer's usage of the Cloud Service services (which SAP will also use to improve the Cloud Service), and (ii) creating and making publicly available anonymous market, trend and/or usage analysis.
資料處理。客戶同意 SAP 得在雲端服務平台 UI 上使用雲端服務追蹤使用者互動及網頁效能相關資料。SAP 將使用此收集之資料及時辨識問題、改善使用者經驗，以及促進與改善雲端服務的操作。收集之任何資料僅供這些產品開發目的使用。客戶不得使用雲端服務來處理任何特殊類別的個人資料，詳如 GDPR 第 9 條及所有其他適用的資料保護法之規定。其與產品開發明細表不同的是：SAP 得作為客戶的處理商，並根據 SAP 雲端服務個人資料處理合約的條款，依照客戶的指示對客戶資料進行匿名處理，以便將此等匿名處理的資料作為下列目的使用：(i) 開發和改善雲端服務以及 SAP、SAP SE 和 SAP 關係企業的其他產品和服務；以及 (ii) 本段落中進一步描述

的基準測試目的。將客戶資料用於基準測試目的時，SAP、SAP SE 和 SAP 關係企業會將匿名處理的資料與其他匿名處理的資料加以彙總，包括其他客戶的資料，前提是此等彙總應略過可能會啟用客戶、客戶的用戶端或任何個人、公司或組織的辨識之任何資料 (以下通稱「彙總資料」)。SAP、SAP SE 和 SAP 關係企業得將彙總資料作為基準測試業界實務使用，特別是供：(i) 建立後提供給客戶，而 SAP 會根據客戶對雲端服務的使用情況進行分析 (SAP 亦將使用該項分析來改善雲端服務)，以及 (ii) 建立並公開提供匿名市場、趨勢和/或使用情況分析。

3.2. Google Match. If Customer integrates the Cloud Service with Google Customer Match, Customer will comply with the Google Customer Match policies available at https://support.google.com/adspolicy/answer/6299717?hl=en Google Match。如果客戶將雲端服務與 Google Customer Match 整合，則客戶將遵守 Google Customer Match 的政策，可於下列網址取得：https://support.google.com/adspolicy/answer/6299717?hl=en

ATTACHMENT A
to
SAP Engagement Cloud
Supplemental Terms and Conditions
附件 A 適用於
SAP Engagement Cloud
補充條款與條件

1. DEFINITIONS
名詞定義

1.1. "Business Areas" are active logical entities representing organizational units (such as brands or regions) used to control user access and data isolation, calculated based on the maximum number of active Business Areas existing within the Cloud Service on any single day within the Contract Month.
「業務範圍」係指啟用中邏輯實體，代表用於控制使用者存取和資料隔離的組織單位 (例如品牌或地區)，根據契約月內任何一天雲端服務中現有有效業務範圍的上限計算。

1.2. "Conversational Messages" is the total sum of all messages sent via the Cloud Service across any conversational channel, regardless of content or message type, within a Contract Month
「對話式訊息」 係指契約月內，透過雲端服務傳送的任何對話管道的所有訊息總數，無論內容或訊息類型為何。

1.3. "Emails" are messages, jobs, or tasks processed by the Cloud Service in a Contract Month.
「電子郵件」係指雲端服務在契約月內所處理的訊息、工作或任務。

1.4. "Engagement Accounts" are the total number of unique companies and subsidiaries managed within the Cloud Service in a Contract Month. Each engagement account is counted based on its unique ID entry. This includes all accounts synchronized from external systems (such as SAP Sales Cloud) for marketing engagement.
「互動帳戶」係指雲端服務在契約月內所管理的專屬公司和子公司總數。每個互動帳戶皆根據其唯一 ID 輸入項計入。這包含所有針對行銷參與自外部系統 (例如 SAP Sales Cloud) 同步化的帳戶。

1.5. "Open Data Queries" are the total number of requests processed by the Cloud Service to scan data and return specific, calculated results in a Contract Month.
「開放式資料查詢」係指雲端服務處理以掃描資料並傳回契約月中特定、計算結果的請求總數。

1.6. "Open Data Storage" is the total volume of data loaded into or modified within the Open Data environment by the Cloud Service during a Contract Month.
「開放式資料儲存」係指在契約月期間，雲端服務在開放資料環境內載入或修改的資料總量。

1.7. "Mobile Pass Operations" means each Mobile Wallet Pass that is generated by the Cloud Service as a result of Customer end user action.
「行動通行證作業」 係指雲端服務因客戶終端使用者動作而產生的每個行動錢包通行證。

1.8. "Monthly Active Users (MAU)" is the total number of unique active users identified in the SAP Cloud Service database or represented by device hardware ID, that have recorded at least one qualifying activity event (login, logout, custom, or internal event) within a calendar month, deduplicated by SAP by user identity and device, and calculated on the 1st of each month for the preceding month.
「每月有效使用者 (MAU)」係指 SAP 雲端服務資料庫中識別或由裝置硬體 ID 代表之唯一有效使用者總數，其已於一個曆月內記錄至少一個合格活動 (登入、登出、自訂或內部事件)，並由 SAP 透過使用者識別和裝置進行複製，並在前一個月的每月 1 日計算。

1.9. "SMS / MMS Messages" are the total monthly aggregated count of SMS and MMS messages through the Cloud Service, regardless of content or campaign, within a Contract Month. Each 160-character segment counts as

one SMS message. Each multimedia message counts as one MMS message.
「SMS/MMS 訊息」係指契約月內，透過雲端服務的每月 SMS 和 MMS 訊息總數，無論內容或行銷活動為何。每 160 個字元的區段計為一則 SMS 訊息。每則多媒體訊息皆計為一則 MMS 訊息。

1.10. "Synchronized Digital Advertising Contacts" means each Contact that is synchronized by the Cloud Service with a digital advertising network supported within a Contract Month.
「同步的數位廣告聯絡人」係指契約月內，透過雲端服務與所支援之數位廣告網路同步的每個聯絡人。

1.11. "Terabyte" means one terabyte or 1000 gigabytes of data usage, and will be calculated on a threshold basis, with any usage exceeding a full terabyte interval being rounded to the next full terabyte (e.g. 1.1TB would be rounded to 2).
「兆位元組」係指一兆位元組或 1000 GB 的資料使用，並將依臨界值計算，任何超過完整 TB 間隔的使用量都會捨入至下一個完整 TB (例如 1.1TB 四捨五入至 2)。

1.12. "Web Impressions" is the total count of Web Channel campaigns rendered to a visitor in a Contract Month, such that if one page displays three campaigns, it counts as three Web Channel impressions. User interactions (clicks or conversions) and automated on-site product recommendations are not counted as Web impressions.
「網站瀏覽」係指在契約月中轉譯給訪客的網站通路行銷活動總數，若其中一頁顯示三個行銷活動，則會視為三次網站通路瀏覽。使用者互動 (點擊或轉換) 和自動化現場產品推薦不計入網站瀏覽。

NUMBER OF CAPACITY UNITS CONSUMED PER MONTH 已耗用產能單位數量 (每月)					
CAPACITY SERVICE **產能服務**	**CAPACITY UNITS OF MEASURE (RANGE)** **產能計量單位 (範圍)**				
	100,000 - 999,999 100,000 - 999,999	1,000,000 - 4,999,999 1,000,000 - 4,999,999	5,000,000 – 7,999,999 5,000,000 - 7,999,999	8,000,000- 49,999,999 8,000,000 - 49,999,999	50,000,000+ 50,000,000+
	CAPACITY UNIT VALUE **產能單位值**				
Emails 電子郵件	0.0004 0.0004	0.0003 0.0003	0.0002 0.0002	0.00015 0.00015	0.00013 0.00013
Web Impressions 網站瀏覽	0.00185 0.00185	0.00175 0.00175	0.0016 0.0016	0.0014 0.0014	0.00136 0.00136
Mobile Pass Operations 行動通行證作業	0.011 0.011	0.0098 0.0098	0.009 0.009	0.00885 0.00885	0.00878 0.00878
Synchronized Digital Advertising Contacts 同步的數位廣告聯絡人	0.0075 0.0075	0.001 0.001	0.0003 0.0003	0.00015 0.00015	0.00014 0.00014
Mobile Monthly Active Users 行動每月有效使用者	0.0025 0.0025	0.0017 0.0017	0.0014 0.0014	0.00125 0.00125	0.00120 0.00120
SMS/MMS Messages SMS/MMS 訊息	0.00125 0.00125	0.0002 0.0002	0.00015 0.00015	0.0001 0.0001	0.00008 0.00008
Conversational Messages 對話式訊息	0.006 0.006	0.0003 0.0003	0.00006 0.00006	0.00003 0.00003	0.000025 0.000025
Engagement Accounts 互動帳戶	0.007 0.007	0.0055 0.0055	0.0035 0.0035	0.0015 0.0015	0.0015 0.0015

Calculation example: If 500,000 of the 'Emails' Capacity Service is used in one Contract Month (i.e. 500 000 emails are sent), 500,000 would be multiplied by the Capacity Unit Value for Emails of 0.0004 to arrive at 200 Capacity Units consumed. Similarly, if 2,000,000 emails are sent in a Contract Month, the calculation is 2,000,000 * 0.0003 = 600 Capacity Units consumed.

計算範例：若在一個契約月中使用 500,000 次「電子郵件」產能服務 (即傳送 500 萬封電子郵件)，則將以 50 萬封電子郵件產能單位值乘以 0.0004 的產能單位值，即可得出已耗用的 200 個產能單位。同樣地，若在契約月中傳送 2,000,000 封電子郵件，則計算方式為 2,000,000 * 0.0003 = 600 已耗用的產能單位。

NUMBER OF CAPACITY UNITS CONSUMED PER MONTH 已耗用產能單位數量 (每月)		
CAPACITY SERVICE **產能服務**	**CAPACITY UNIT OF MEASURE (RANGE)** **產能計量單位 (範圍)**	**CAPACITY UNIT VALUE** **產能單位值**
Business Areas 業務範圍	1-24 1 - 24	100 100
	24-99 24 - 99	50 50
	100+ 100+	10 10

Calculation example: If there are 10 Business Areas are active in one Contract Month, 10 would be multiplied by the Capacity Unit Value of 100 to arrive at 1000 Capacity Units consumed.
計算範例：若一個契約月有 10 個啟用中業務範圍，10 個業務範圍將乘以 100 的產能單位值以到達已耗用的 1000 個產能單位。

CAPACITY SERVICE **產能服務**	**CAPACITY UNIT OF MEASURE** **產能計量單位**	**CAPACITY UNIT VALUE** **產能單位值**
Open Data Queries 開放式資料查詢	1 Terabyte 1 兆位元組	80 80
Open Data Storage 開放式資料儲存空間	1 Terabyte 1 兆位元組	20 20

Calculation example: If 1.5 Terabytes of Open Data Queries are used by Customer, it would be rounded to 2 Terabytes and the resulting calculation would be 2 * 80 = 160 Capacity Units consumed.
計算範例：若客戶使用 1.5 TB 的開放式資料查詢，則會四捨五入為 2 TB，而結果計算為 2 * 80 = 160 耗用的產能單位。