



Evaluation Agreement

This Evaluation Agreement (the “Agreement”) governs the use of the Mimecast Services for evaluation purposes unless a separate written agreement has been agreed with Mimecast for the purposes of evaluation of services, in which case such agreement will prevail.

BY CLICKING ‘I ACCEPT’ YOU (i) AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT WHICH WILL FORM A BINDING CONTRACT BETWEEN MIMECAST AND THE CORPORATION, BUSINESS OR ENTITY YOU REPRESENT (THE “CUSTOMER”); AND (ii) REPRESENT AND WARRANT THAT YOU HAVE THE POWER AND AUTHORITY TO BIND THE CUSTOMER TO THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, OR YOU DO NOT HAVE THE POWER AND AUTHORITY TO ACT ON BEHALF OF AND BIND THE CUSTOMER, DO NOT PROCEED TO ACCEPT THE TERMS OR CONTINUE WITH THIS EVALUATION.

“Mimecast” means the Mimecast entity shown in the Evaluation Order (defined below) and “Hosting Jurisdiction” means the country where Customer Data is stored.

1 EVALUATION SERVICES. Subject to Customer’s compliance with the terms of this Agreement, Mimecast will make the evaluation services (the “**Evaluation Services**”) available to Customer for a period of 30 days (the “**Evaluation Period**”). The Evaluation Period may be extended by Mimecast in writing (including email). The Evaluation Services will be provided in accordance with the applicable services documentation at <https://community.mimecast.com/community/knowledge-base> (“**Documentation**”). The specific Evaluation Services subject to this Agreement, the Hosting Jurisdiction and number of Permitted Users or domains will be agreed in writing (including email) by Mimecast (“**Evaluation Order**”). For certain Evaluation Services, Supplemental Terms as set out in Appendix 1 shall apply. Notwithstanding the foregoing, the terms and conditions set out herein shall continue to apply for the duration of time that Mimecast stores or processes Customer Data provided in connection with the Evaluation Services. “**Permitted Users**” means individuals employed by or otherwise under Customer’s control and permitted to use the Evaluation Services.

2 EXISTING CUSTOMERS. If you are an existing Mimecast Customer and you have an agreement in place for the provision of the Mimecast Services (“**Existing Agreement**”), the terms of the Existing Agreement shall apply except as set out below:

2.1 Where Customer is provided Evaluation Services by Mimecast for evaluation purposes only, access to the Evaluation Services will be terminated upon expiration of the Evaluation Period, unless Customer enters into a paid subscription for the Evaluation Services on a non-trial basis prior to expiration of the Evaluation Period. Notwithstanding any provision to the contrary herein, in respect of the Evaluation Services Customer acknowledges and agrees that: (i) Mimecast has no obligation to retain Customer Data related to the Evaluation Services after termination or expiration of the Evaluation Period; (ii) either party may terminate the Evaluation Period immediately and without liability upon written notice to the other party; (iii) Mimecast’s service levels and support description do not apply to the Evaluation Services; (iv) the Evaluation Services are provided “as is”, and (v) notwithstanding anything included in this Agreement to the contrary, Mimecast shall have no indemnification obligations nor any liability of any type with respect to the Evaluation Services.

2.2 Capitalized terms used but not otherwise defined in Section 2.1, shall have the meaning given in the Existing Agreement. Acceptance of this Agreement shall serve as an amendment to the Existing Agreement for the purposes of the Evaluation Services. Except as modified above, all terms and conditions of the Existing Agreement shall remain in full force and effect. In the event of any inconsistencies between the terms set out in Section 2.1 and any terms and conditions of the Existing Agreement with regards to the Evaluation Services, Section 2.1 shall prevail.

2.3 With the exception of Section 13 (Sandbox Environments), the remainder of this Evaluation Agreement shall not apply to Existing Customers.

3 OWNERSHIP. Mimecast and its third-party licensors will retain all ownership interest in and to the Evaluation Services and its underlying systems. Customer’s rights are limited to those expressly stated in this Agreement. Notwithstanding any provision herein to the contrary, nothing in this Agreement is intended to limit Customer’s liability in the event of Customer’s violation of the intellectual property rights of Mimecast and any claim with respect to such violation will not be deemed governed by this Agreement. Evaluation Services must not be used or accessed for the purposes of (i) building a competitive service or comparative features; or (ii) comparative analysis (including but not limited to benchmarking) intended for use outside the Customer’s organization.

4 TERMS OF USE – EVALUATION SERVICES.

4.1 Customer will: (i) use the Evaluation Services for its own internal business purposes; (ii) use the Evaluation Services as reasonably directed by Mimecast; (iii) allow only the agreed number of Permitted Users access and use of the Evaluation Services; (iv) implement and maintain reasonable and appropriate controls to ensure that user accounts are used only by the Permitted Users to whom they are assigned and to manage and monitor Permitted Users, including designating one or more administrators responsible for access control; (v) obtain and maintain any Equipment needed to connect to, access, or otherwise use the software and software services (“**Equipment**” shall include equipment and ancillary service including, but not limited to, modems, hardware, services, software, operating systems, networking, web services, and the like); (vi) ensure the Evaluation Services meet Customer’s regulatory requirements including, without limitation, requirements and obligations with regards to data privacy and employment laws; and (vii) obtain all necessary consents, permissions and authority from individuals or regulators in respect of all Customer Data, including, where applicable, Personal Data transferred, processed and/or analysed in the use of the Evaluation Services including the right for Mimecast

to use such data in the preparation of reports and analysis.

4.2 Customer will not: (i) transfer, resell, license or otherwise make available the Evaluation Services to third parties; (ii) use the Evaluation Services in any manner that violates any applicable law or regulation (including but not limited to where Customer is required to obtain permissions or authorizations to permit Mimecast to perform its obligations hereunder); (iii) use the Evaluation Services in a manner that violates any industry standards concerning unsolicited email; (iv) not share any user authentication information and/or any user password with any third party; (v) use the Evaluation Services in a manner that introduces any viruses, malicious code, or any other items of a harmful nature; (vi) engage in any activity that could reasonably be expected to interfere with or disrupt the Evaluation Services (for example, an activity that causes Mimecast to be blacklisted by any internet service provider), (vii) license, sell rent, lease, transfer, grant rights in, or access to the Evaluation Services for commercial gain; or (viii) copy disseminate, allow unauthorized access to, disassemble, reverse engineer, or decompile the Evaluation Services, or any components thereof.

4.3 Customer is solely responsible for the acts or omissions of any user or Permitted User who obtains access to the Evaluation Services through Customer or Customer's systems. Customer will notify Mimecast promptly if it becomes aware of any unauthorized access or use. If applicable, Customer will be granted a "Super Administrator" role for Customer's Mimecast account, which will allow Customer full access to the Customer Data and the ability to configure the relevant account. Customer may assign a role to Mimecast which will allow Mimecast to access the Customer Data. In the event that such delegated access is provided, Customer will ensure that all necessary consents and authorisations have been obtained.

4.4 Customer will defend, indemnify, and hold harmless Mimecast in the event of any third-party claim or regulatory action arising out of (i) Customer's breach (or alleged breach) of the terms of Section 4.1, 4.2 and 4.3 herein; and/or (ii) Mimecast's compliance with any Instructions or directions provided by Customer.

4.5 If Mimecast is prevented from or delayed in the performance of its obligations by any act or omission of Customer that is outside of Mimecast's reasonable control, Mimecast shall not be deemed in breach of its obligations, but only to the extent that the basis for Mimecast's breach arises directly or indirectly from such prevention or delay.

5. SUPPORT, SLA, AND IMPLEMENTATION SERVICES. Mimecast will provide support for Customer for installation and use of the Evaluation Services via telephone during normal business hours ("**Support**"). Mimecast will undertake commercially reasonable efforts to respond to all Customer inquiries promptly; however, Customer acknowledges and agrees that Mimecast's service level agreement does not apply to Evaluation Services provided under this Agreement.

6. MIMECAST APPLICATIONS, APIs AND THIRD-PARTY SERVICES.

6.1 Mimecast Applications. Mimecast may make applications available to use with the Evaluation Services via various online marketplaces. Mimecast applications are licensed, not sold, to Customer. Customer's license to use the applications is subject to Customer's compliance with this Agreement and any associated end user license agreement made available via the application/marketplace. The term of Customer's license to use the application is coterminous with this Agreement. For the avoidance of doubt, where made available, Mimecast applications fall under the definition of Evaluation Services hereunder.

6.2 Application Program Interfaces ("API"). Customer can enable certain Mimecast APIs to enable the Evaluation Services to work in conjunction with certain third-party services, systems, and/or applications. The process to gain access to an API's will be made available to Customer upon request. Customer must register with Mimecast and provide the information requested. Customer is responsible for ensuring that the information provided to Mimecast to enable any API, is and remains accurate and up-to-date. Mimecast may revoke access to any API at any time without notice to Customer if Mimecast, in its reasonable discretion believes necessary or appropriate. All access keys, authentication procedures, and data to which Customer gains access or which is provided to Customer in connection with Customer's use of the API, excluding Customer Data, is the Confidential Information of Mimecast. If Customer chooses to transfer Customer Data via Mimecast APIs to third-parties, whether or not such third-parties are Mimecast technology partners, Mimecast is not responsible for the security of the Customer Data upon the Customer Data leaving the Mimecast environment and such transfer is on Customer's own volition and risk. To the extent Customer uses the Mimecast APIs the provisions of this Section 6.2 shall apply to such use as if such APIs were included in the Evaluation Services.

6.3 Third-Party Services. To the extent Customer Data is retrieved from or provided by Third Party Services, Mimecast will not be liable for the condition of such Customer Data, including, but in no way limited to any such Customer Data that is retrieved from or provided by Third Party Services that is incorrect, incomplete, corrupt, or missing. "**Third Party Services**" means third party products, applications, APIs, web hooks, services, software, systems, directories, websites, databases and information which Customer may connect to, permit connection to (including without limitation, where such connection is necessary to enable the Services), or enable in conjunction with the Evaluation Services or Mimecast API connectors. Mimecast is not responsible for, and no representations or warranties are made regarding, Third Party Services.

7. DISCLAIMER. TO THE MAXIMUM EXTENT PERMITTED BY LAW AND WITHOUT LIMITING MIMECAST'S EXPRESS OBLIGATIONS UNDER THIS AGREEMENT, MIMECAST DISCLAIMS (TO THE EXTENT EXISTING IN LAW) ALL GUARANTEES, CONDITIONS, WARRANTIES AND REPRESENTATIONS, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE CONCERNING ANY SERVICES, SOFTWARE, DOCUMENTATION OR OTHER MATERIALS PROVIDED BY MIMECAST, INCLUDING BUT NOT LIMITED TO, THOSE IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. THE EVALUATION SERVICES DO NOT QUALIFY AS LEGAL OR EXPERT ADVICE. CUSTOMER SHOULD CONSIDER WHETHER THE EVALUATION SERVICES ARE APPROPRIATE FOR CUSTOMER'S NEEDS, AND WHERE APPROPRIATE, SEEK LEGAL OR EXPERT ADVICE. MIMECAST DOES NOT REPRESENT THAT THE EVALUATION SERVICES OR THE PROFESSIONAL SERVICES WILL ACHIEVE INTENDED RESULTS, BE UNINTERRUPTED OR ERROR FREE

OR MEET CUSTOMER'S REQUIREMENTS. CUSTOMER ACKNOWLEDGES AND AGREES THAT REPORTS, GRAPHS, ANALYSES OR SIMILAR INFORMATION WHICH MAY BE PROVIDED AS PART OF THE SERVICES, ARE BASED ON INFORMATION KNOWN TO MIMICAST AT THE TIME AND PROVIDED FOR CUSTOMER'S INTERNAL BUSINESS PURPOSES ONLY. MIMICAST WILL USE REASONABLE EFFORTS TO PROVIDE ACCURATE AND UP-TO-DATE INFORMATION BUT MAKES NO GUARANTEE AS TO THE ACCURACY OR COMPLETENESS OF THE INFORMATION PROVIDED.

8. DATA PROTECTION

8.1 Customer Data. "**Customer Data**" means the data provided by Customer for processing via the Evaluation Services including without limitation, the contents of the files, emails or messages sent by or to a Permitted User. "**Personal Data**" means Customer Data that relates to an identified or identifiable natural person. Except as otherwise set forth herein, Customer Data will be purged in accordance with Mimecast standard business practices following termination or expiration of this Agreement and Customer acknowledges that Mimecast has no obligation to retain Customer Data thereafter. Notwithstanding the foregoing, Customer Data does not Threat Data, as defined in Section 10.1, below.

8.2 Security. Mimecast will implement and maintain appropriate administrative, technical, organizational and physical security measures for each of the Evaluation Services, which are designed to protect Customer Data against unauthorized access, disclosure or loss. Customer acknowledges and agrees that, in the course of providing the Evaluation Services, Professional Services, and Support to Customer, it may be necessary for Mimecast to access Customer Data to respond to technical problems or Customer queries and to ensure the proper working of the Evaluation Services; such access may originate from any jurisdiction where Mimecast maintains Support personnel. Additional information about Mimecast security, including the locations from which Support is provided and a list of Mimecast's certifications, attestations and assessments, is available at <https://www.mimecast.com/company/mimecast-trust-center/> (the "**Trust Center**"). Mimecast may update the Trust Center from time to time.

8.3 Data Protection. As required by law or as otherwise agreed by the parties, additional data protection terms may be outlined in a separate data processing agreement between the parties (referred to herein as "**Data Processing Terms**"). The Data Processing Terms shall be incorporated into, and form an addendum to this Agreement. If there is any conflict between Sections 8.1 to 8.3 of this Agreement and the Data Processing Terms, the Data Processing Terms shall prevail. With respect to any Personal Data contained in Customer Data, Customer shall act as the accountable organization or the data controller and Mimecast shall act as the service provider or the data processor. Except as may be required by Applicable Data Protection Law, Mimecast will use and process the Personal Data solely in accordance with Customer's Instructions. The "**Instructions**" are embodied in this Agreement and as may be additionally communicated by Customer to Mimecast in writing from time-to-time. Mimecast will process the Customer Data in compliance with Applicable Data Protection Law. For the purposes of this Section 8.3, "Applicable Data Protection Law" means one or more of the following data protection laws or regulations as applicable to the Processing of Personal Data by Mimecast under this Agreement: (i) Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 ("**GDPR**"); (ii) the United Kingdom ("**UK**") Data Protection Act 2018 and the UK General Data Protection Regulation ("**UK GDPR**"); (iii) The (Singapore) Personal Data Protection Act 2012 ("**PDPA**"); (iv) the data protection regulations of the United States, including but not limited to, California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act of 2020 ("**CCPA**"); (v) the South Africa Protection of Personal Information Act ("**POPIA**"); (vi) the Australia Privacy Act No. 119 1988 (as amended), (vii) Canadian Personal Information Protection and Electronic Documents Act ("**PIPEDA**"); and (viii) any relevant law, statute, regulation, legislative enactment, order or other binding instrument that implements, supplements, or amends the foregoing. Where permitted by a lawful basis, Mimecast may process Personal Data in the United States or other countries or jurisdictions outside of the country where it was collected, as described on the Trust Center. Customer will comply with its obligations under all laws applicable to it as the accountable organization and/or data controller, including the responsibility for providing any requisite notice and obtaining any consent from Permitted Users for such processing and transfer of Personal Data, including international transfers.

9 **CONFIDENTIALITY**. "**Confidential Information**" means information designated by the party disclosing such information ("**Disclosing Party**") as "confidential" or "proprietary" or that a reasonable person would understand to be confidential given the nature of the information and the circumstances of the disclosure and includes information in whatever form (including written, oral, visual, or electronic form). If information is disclosed orally or visually, it must be identified by the Disclosing Party as confidential at the time of disclosure. Customer's Confidential Information includes Customer Data. Mimecast's Confidential Information includes, but is not limited to, all information related to the performance, functionality, and reliability of the Evaluation Services. Confidential Information does not include information that: (i) is or becomes generally known to the public through no fault of the party that receives such information from the Disclosing Party ("**Receiving Party**"); (ii) is in the Receiving Party's possession prior to receipt from the Disclosing Party; (iii) is acquired by the Receiving Party from a third-party without breach of any confidentiality obligation to Disclosing Party; or (iv) is independently developed by Receiving Party without reference to the Disclosing Party's Confidential Information. Confidential Information is and will remain the exclusive property of the Disclosing Party. In addition to any other obligations outlined in Section 8 herein, the Receiving Party will: (i) use Disclosing Party's Confidential Information solely for the performance of the activities contemplated by this Agreement; (ii) disclose such information only to its employees, agents, and contractors who are bound by obligations of confidentiality at least as strict as those contained in this Section 9; (iii) protect Disclosing Party's Confidential Information against unauthorized use or disclosure using the same degree of care it uses for its own Confidential Information, which in no event will be less than reasonable care; and (iv) upon written request, return (at Disclosing Party's expense) or destroy all copies of the Disclosing Party's Confidential Information that are in its possession or control. Notwithstanding any provision herein, if lawfully required by judicial or administrative order or otherwise, Receiving Party may disclose Confidential Information of Disclosing Party, provided, where lawfully permitted, Receiving Party provides reasonable prior written notice to Disclosing Party to permit Disclosing Party to seek a protective order. Receiving Party will reasonably cooperate in Disclosing Party's activities in seeking such order, at Disclosing Party's expense. Receiving Party will disclose only that information that is reasonably necessary to meet the applicable legal order or requirement.

10. THREAT DATA, MACHINE-LEARNING DATA AND AGGREGATED USAGE DATA.

The parties acknowledge and agree that Mimecast has no ownership rights to Customer Data. In accordance with this Agreement, Customer hereby grants to Mimecast all necessary rights and licenses to Process Customer Data, including Customer Data within Machine-Learning Data (as defined below), and Personal Data within Threat Data (as defined below) for the purposes of: (i) providing the Evaluation Services; (ii) improving threat detection, analysis, awareness, and prevention; and/or (iii) improving and developing the Mimecast services.

10.1 Threat Data. As part of the Evaluation Services, Mimecast Processes certain Data reasonably identified to be malicious, including, without limitation, data which may perpetuate data breaches, malware infections, cyberattacks or other threat activity (collectively, "**Threat Data**"). Mimecast processes Threat Data primarily through automated processes and may share limited Threat Data with Third Parties within the cybersecurity ecosystem for the purpose of improving threat detection, analysis, awareness and prevention. In certain instances, Threat Data may include Personal Data.

10.2 Machine-Learning Data. Primarily through automated pattern recognition designed to develop and improve the efficacy and accuracy of our machine learning algorithms within the Evaluation Services, Mimecast processes Machine-Learning Data that may include Customer Data and other data that describes and/or gives information about Customer Data. "**Machine-Learning Data**" includes, but is not limited to metadata, files, URLs, derived features and other data. These machine-learning algorithms are hosted by Mimecast and/or Third-Party Subcontractors. The output of these machine learning algorithms is owned by Mimecast, does not contain Customer Data or Personal Data, and is anonymized and irreversible. Mimecast does not share Machine-Learning Data with third parties.

10.3 Aggregated Usage Data. Mimecast processes certain aggregated data derived from the Evaluation Services, including usage data, such as utilization statistics, reports, logs and information regarding spam, viruses and/or other malware ("**Aggregated Usage Data**"). Mimecast owns all Aggregated Usage Data.

11. **FEEDBACK**. Customer agrees to provide Feedback as reasonably requested by Mimecast. Such Feedback will include tracking and reporting all errors, defects and incompatibilities encountered during the Evaluation Period. Mimecast has an unlimited right to use such Feedback in any present or future form, format or manner it deems appropriate, without monetary or other compensation to Customer. "**Feedback**" means any information, comments, criticisms, reports or other feedback, whether in oral or written form, that Customer provides to Mimecast regarding the function, features and other characteristics of the Evaluation Services howsoever such Evaluation Services are provided, including without limitation where provided under a trial subscription, paid subscription, free of charge, early release, beta, pilot or general acquisition.

12. LIMITATION OF LIABILITY.

12.1 Exclusion of Damages. **EVALUATION SERVICES ARE PROVIDED "AS IS". MIMICAST SHALL HAVE NO INDEMNIFICATION OBLIGATION, NOR ANY LIABILITY OF ANY TYPE WITH RESPECT TO THE EVALUATION SERVICES..TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), BREACH OF STATUTORY DUTY OR OTHERWISE FOR ANY INDIRECT, DAMAGES, INCLUDING, BUT NOT LIMITED TO (A) SPECIAL, INCIDENTAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, (B) LOSS OF REVENUE OR PROFITS, (C) LOSS OF ANTICIPATED SAVINGS, (D) DAMAGE TO REPUTATION, (E) LOST MANAGEMENT TIME, (F) LOSS OR CORRUPTION OF DATA; OR (G) INCIDENTAL EXPENSES; OF ANY KIND WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR ANY OF THE EVALUATION SERVICES PROVIDED OR AGREED TO BE PROVIDED BY MIMICAST, EVEN IF THE PARTY WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR HAD OTHER REASON TO KNOW OR KNEW OF THE POSSIBILITY THEREOF. THIS SECTION 12 DOES NOT APPLY TO ANY AMOUNTS PAYABLE IN CONNECTION WITH THE INDEMNIFICATION OBLIGATIONS STATED HEREIN.**

12.2 EXCLUSIONS. NOTWITHSTANDING THE TERMS OF ANY OTHER PROVISION OF THIS AGREEMENT, NEITHER PARTY'S LIABILITY IS EXCLUDED OR LIMITED BY THIS AGREEMENT IN THE EVENT OF: (A) DEATH OR PERSONAL INJURY CAUSED BY ITS NEGLIGENCE; (B) FRAUDULENT MISREPRESENTATION; OR (C) ANY OTHER LIABILITY WHICH MAY NOT LAWFULLY BE EXCLUDED OR LIMITED.

13. **TERMINATION**. Either party may terminate this Agreement for convenience or cause, immediately on giving written notice to the other party. Mimecast may suspend the Evaluation Services in the event Customer's account is the subject of denial of service attacks, hacking attempts or other malicious activities, or Customer's activities reasonably appear to be in breach of this Agreement. Mimecast will provide advance notice to Customer of such suspension where reasonably practicable.

13.1 Restricted Party Screening. The parties acknowledge that Mimecast on a regular basis conducts a review of its customers to determine whether restrictions or sanctions apply with regards to transacting with them, including but not limited to, those referred to in Section 15.8, ("**Restricted Party Screening**" or "**RPS**"). If Mimecast considers, in its sole discretion, but acting reasonably based on its standard RPS process, that the results of the RPS in relation to Customer are unsatisfactory, Mimecast may terminate this Agreement and any Evaluation Order related hereto with immediate effect upon written notice to Customer. Upon termination pursuant to this Section 13.1, Mimecast shall have no further obligations to Customer hereunder.

14. **SANDBOX ENVIRONMENTS**. Mimecast may provide access to the Mimecast environment to enable Customer to test the Archiving, Secure Email Gateway and other Evaluation Services from time-to-time (each a "**Sandbox Environment**"). In the event such access is provided, Customer acknowledges and agrees that the Sandbox Environment is a shared platform and any reports generated and/or Customer Data (including but not limited to, email metadata and content) sent to or from the Sandbox Environment, will be visible

to all other users granted access for evaluation purposes. The terms and conditions of this Evaluation Agreement including but not limited to Section 4 (Terms of Use – Evaluation Services), or for existing Customers, the terms of the Existing Agreement, shall apply to Customer's access to and use of the Sandbox Environments, however the Hosting Jurisdiction for Archive Sandbox may differ. Customer further acknowledges that Customer's corporate name may be visible to other users of the Sandbox Environment and therefore Customer may be identified as evaluating the Mimecast Services. Customer agrees that accessing Sandbox Environment shall be deemed consent to such disclosure. Customer will not transfer Personal Data, Protected Health Information (as defined under the US Health Insurance Portability and Accountability Act of 1996 (HIPAA)), payment card information, or any other confidential or protected information. Customer will not transmit any content which is or may be considered offensive or violates the rights of another. Customer shall defend, indemnify and hold Mimecast harmless in the event of any third-party claim relating to Customer Data sent to or from the Sandbox Environment by Customer.

15. GENERAL.

15.1 The following Section will survive termination of this Agreement: Section 3 (Ownership); Section 4 (Terms of Use – Evaluation Services); Section 7 (Disclaimer); Section 8 (Data Protection); Section 9 (Confidentiality); Section 10 (Threat Data, Machine -Learning Data, and Aggregated Usage Data); Section 11 (Feedback); Section 12 (Limitation of Liability); Section 15 (General); and Section 16 (Governing Law).

15.2 Neither party will be liable for any delay in performance or failure to perform its obligations under this Agreement due to any cause or event outside its reasonable control including, acts of God, civil or military authority, acts of war, accidents, third-party computer or communications failures, natural disasters or catastrophes, strikes or other work stoppages or any other cause beyond the reasonable control of the affected party.

15.3 Customer may not assign this Agreement in whole or in part without Mimecast's prior written consent, which consent will not be unreasonably withheld. This Agreement will be binding upon the parties hereto and any authorized assigns.

15.4 Any business communications in connection with this Agreement may be provided by email. Any legal notices relating to this Agreement may be provided by email to the receiving party with read receipt enabled. If (i) no confirmation of receipt is received for such notice, or (ii) the notice concerns the commencement of legal proceedings, notice must be provided to the receiving party in writing at the address provided by such party and sent by major commercial delivery courier service or mailed in a manner that requires signature by the recipient.

15.5 Each party hereby acknowledges that no reliance is placed on any representation not provided in this Agreement. No purchase order or other communication will add to or vary this Agreement. Except as expressly provided herein, any modification to this Agreement must be made in writing and signed by an authorized representative of each party. If any provision of this Agreement is held to be unenforceable, such provision will be reformed to the extent necessary to make it enforceable, and such holding will not impair the enforceability of the remaining provisions. Failure by a party to exercise any right hereunder or to insist upon or enforce strict performance of any provision of this Agreement will not waive such party's right to exercise that or any other right in the future.

15.6 This Agreement is entered into solely between, and may be enforced only by, Mimecast and Customer. This Agreement does not create any third-party rights or obligations thereto and any person who is not a party to this Agreement shall not have any rights or remedies under or in connection with it. Each party will be acting as an independent contractor, and nothing herein will be construed to create a partnership, joint venture or any type of agency relationship between Mimecast and Customer or any Permitted User.

15.7 Mimecast acknowledges that any limitation of liability set forth in this Agreement is intended to apply only to the extent permitted by applicable law.

15.8 Each party agrees to comply with all applicable laws and regulations with respect to the export and import of the Evaluation Services, including but not limited to the regulations of the United States Department of Commerce and the United States Export Administration Act. Customer hereby warrants that Customer will not procure or facilitate the use of the Evaluation Services or allow the export or re-export of anything related to the Evaluation Services, in any region that is the subject or target of any U.S. or other national government financial and economic sanctions or trade embargoes or otherwise identified on a list of prohibited, sanctioned, debarred, or denied parties, including those imposed, administered or enforced from time to time by the U.S. government through the Office of Foreign Assets Control ("OFAC") of the U.S. Department of Treasury, the Bureau of Industry and Security ("BIS") of the U.S. Department of Commerce, or the U.S. Department of State, the United Nations Security Council, the European Union, or Her Majesty's Treasury of the United Kingdom (collectively, "Sanctions"), without having first obtained any required license or other government authorization or in any manner which would result in a violation of Sanctions or regulations with respect to the export and import of the Evaluation Services, by Customer or Mimecast

16. GOVERNING LAW

Hosting Jurisdiction	Mimecast Entity	Governing Law
United States	Mimecast North America, Inc.	This Agreement and any disputes hereunder will be governed by the laws of the Commonwealth of Massachusetts, without regard to its conflict of law principles, and any litigation concerning this Agreement shall be submitted to and resolved by a court of competent jurisdiction in Boston, Massachusetts. Notwithstanding the foregoing, either party may seek equitable, injunctive or declaratory relief to enforce any of its

		<p>intellectual property rights or rights in the Customer Data or Confidential Information in any court of appropriate jurisdiction.</p> <p>Where applicable, each party hereby waives its respective rights to a jury trial of any claim or cause of action relating to or arising out of this Agreement. This waiver is intended to encompass any and all disputes that may be filed in any court and that relate to the subject matter of this Agreement, including contract claims, tort claims, breach of duty claims and all other common law and statutory claims. Each party further represents and warrants that it has consulted with legal counsel concerning this waiver and that it provides this waiver knowingly and voluntarily.</p>
United Kingdom Germany (FOR FRENCH CUSTOMERS ONLY)	Mimecast Services Limited	<p>This Agreement and any court proceedings shall be governed by the laws of England and Wales and held in England. Notwithstanding the foregoing, either party may seek equitable, injunctive or declaratory relief to enforce any of its intellectual property rights or rights in the Customer Data or Confidential Information in any court of appropriate jurisdiction.</p> <p>With regards to any dispute, action or claim arising from this Agreement any Customer in any Middle East territory, if the United Kingdom courts refuse jurisdiction, the parties agree that such dispute shall be subject to the exclusive jurisdiction of the court of the Dubai International Financial Centre, Dubai, UAE. Where such a dispute relates to a claim for a sum within the limits specified by the Dubai International Financial Centre Small Claims Tribunal, then the dispute may be referred to the said Tribunal.</p>
Ireland		Mimecast Entity will be the entity set out in the Evaluation Order.
South Africa	Mimecast South Africa (Pty) Limited	This Agreement and any disputes hereunder will be governed by the laws of the Republic of South Africa, without regard to its conflict of law principles. The parties hereby consent and submit to the non-exclusive jurisdiction of the South Gauteng High Court, Johannesburg for the purpose of all or any legal proceedings arising from or concerning this Agreement.
Australia	Mimecast Australia (Pty) Limited	<p>This Agreement and any arbitration and court proceedings shall be governed by the federal laws of Australia and the State of Victoria and held in Melbourne, Australia. Section 6 (Disclaimer), any restriction herein on liability will apply only to the extent that they are consistent with non-excludable Australian laws and nothing in those Sections or this Agreement limit any consumer guarantees or other rights Customer may have under non-excludable Australian laws. Customer hereby consents to the jurisdiction of such courts over Customer and stipulates to the convenience, efficiency and fairness of proceeding in such courts, and covenant not to assert any objection to proceeding in such courts based on the alleged inconvenience, inefficiency or unfairness of such courts.</p> <p>THE DISCLAIMER SET FORTH IN SECTION 6 DOES NOT EXCLUDE OR LIMIT ANY STATUTORY OR IMPLIED GUARANTEE, CONDITION OR WARRANTY THAT MAY NOT BY OPERATION OF LAW BE EXCLUDED OR LIMITED. TO THE EXTENT PERMITTED BY LAW, MIMECAST LIMITS ITS LIABILITY UNDER ANY STATUTORY OR IMPLIED CONDITION, WARRANTY OR GUARANTEE THAT CANNOT BE EXCLUDED TO, AT THE OPTION OF MIMECAST, THE RESUPPLY OF THE EVALUATION SERVICES OR THE PAYMENT OF THE COST OF DOING THE SAME.</p>
Canada	Mimecast Canada Limited	This Agreement shall be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada. Any legal action or proceeding arising out of or based upon these General Terms will be instituted in the courts of the province of Ontario, and each party irrevocably submits to the jurisdiction of such courts in any such action or proceeding. The parties irrevocably and unconditionally waive any objection to the laying of venue of any action or any proceeding in such courts and irrevocably waive and agree not to plead or claim in any such court that any such suit, action or proceeding brought in any such court has been brought in an inconvenient forum.
Singapore	Mimecast Singapore Pte Limited.	This Agreement shall be governed by and construed in accordance with the laws of Singapore. The Singapore courts shall have exclusive jurisdiction in relation to all disputes under this Agreement. For these purposes each party irrevocably submits to the jurisdiction of the Singapore courts and waives any objection to the exercise of that jurisdiction.

Appendix 1

Supplemental Terms

The Supplemental Terms set forth in this Appendix 1 are an addendum to and form part of the Agreement with Mimecast (the “Agreement”).

A. Awareness Training Evaluation Services

1. **Material.** The Awareness Training Evaluation Services includes Material. “Material” includes collateral such as training materials, video training modules, user surveys, and user assessments made available to Customer by Mimecast hereunder. Mimecast and its third-party licensors will retain all interest in and ownership of the Material.
2. **Collateral.** If Customer uses the Awareness Training Evaluation Services to upload Customer’s own written, photographic, and/or videographic collateral, including any names, images, or other intellectual property of a third party, (“Collateral”) to Mimecast’s platform, then Customer agrees that such Collateral: (i) will not infringe on the intellectual property rights or any rights related to publicity or the privacy of any third party; (ii) will not be defamatory, libelous, threatening or harassing in nature; (iii) will not be in violation of any applicable laws (including those laws relating to obscenity or pornography) and (iv) does not purport to be originated from a governmental agency (including, without limitation, agencies related to law enforcement, tax or immigration). The requirements of this Section A.2 are supplemental to, and not in replacement of, any other restrictions contained in the Agreement. In the event Mimecast receives notice from a third party alleging that any Collateral is in breach of this Section A.2, then Mimecast will, to the extent allowable by law, promptly notify Customer and Customer will immediately remove such Collateral from the platform.
3. **Customer Indemnification.** Customer will defend, indemnify, and hold Mimecast harmless from any third party claim relating to Customer’s breach of Section A.2 herein. Mimecast will provide prompt written notice of the applicable claim to Customer, as reasonably requested by Customer and at Customer’s expense. Customer will not settle any such third party claim in a manner which requires Mimecast to admit fault or pay any monetary amounts of any type without Mimecast’s express prior permission. Customer acknowledges and agrees that any liability caps included in the Agreement do not apply to Customer’s obligations under this Section A.
4. CUSTOMER ACKNOWLEDGES AND AGREES THAT NONE OF THE MATERIAL, THE AWARENESS TRAINING EVALUATION SERVICES OR MANAGED SERVICE OFFERINGS QUALIFY AS LEGAL OR EXPERT ADVICE. CUSTOMER SHOULD CONSIDER WHETHER THE MATERIAL, THE AWARENESS TRAINING EVALUATION SERVICES AND/OR MANAGED SERVICE OFFERINGS ARE APPROPRIATE FOR CUSTOMER’S NEEDS AND WHERE APPROPRIATE, SEEK LEGAL OR EXPERT ADVICE.
5. This Section 5.6 only applies if Customer has subscribed to the Managed Service Offering of Awareness Training. The “Managed Service Offering” includes a dedicated Mimecast representative to provide custom deployment, program management, and advanced reporting in relation to the Awareness Training. Customer acknowledges that by subscribing to the Managed Service Offering it is enabling Mimecast to maintain an assigned role in the Customer’s Mimecast account which will allow a Mimecast representative to have limited access to Customer’s Awareness Training dashboard (i.e., read/edit rights) for the purpose of providing the Managed Service Offering. Customer acknowledges and agrees that the Mimecast representative providing the Managed Service Offering may be located in any jurisdiction where Mimecast maintains Support personnel. Customer will ensure that it has provided or obtained all necessary notices, consents and/or otherwise has a valid legal basis for Mimecast to access the Customer Data available via the Awareness Training dashboard. Customer will indemnify and hold Mimecast harmless in the event of any third-party claim arising from Customer’s breach of the foregoing.

B. Web Security Evaluation Services Supplemental Terms

1. **Customer Data.** Due to the nature of the Web Security Evaluation Services, Section 8 is not applicable to the Web Security Evaluation Services.
2. **Restrictions.** Customer will not disable or circumvent any access control, authentication process or security procedure established with respect to the Web Security Evaluation Services. The requirements of this Section B.2 are supplemental to, and not in replacement of, any other restrictions contained in these Supplemental Terms or the Agreement.
3. **Indemnification.** Customer will defend, indemnify, and hold Mimecast harmless from any third party claim relating to Customer’s breach of Section B.2 herein. Mimecast will provide prompt written notice of the applicable claim to Customer and cooperate in Customer’s defense, as reasonably requested by Customer and at Customer’s expense. Customer will not settle any such third party claim in a manner which requires Mimecast to admit fault or pay any monetary amounts of any type without Mimecast’s express prior permission. Customer acknowledges and agrees that any liability caps included in the Agreement do not apply to Customer’s obligations under this Section B.3.
4. **Suspension of Evaluation Services.** In addition to the ability to suspend the Evaluation Services under Section 13, Mimecast may suspend the Evaluation Services in the event Customer’s account is in violation of acceptable use policies set forth in the Support Description or Service Levels. Mimecast will work with Customer to resolve such matters as soon as possible. In such circumstances, to protect Mimecast’s own systems, Customer acknowledges that Mimecast may be required to suspend the Web Security Evaluation Services until the issues are resolved. Mimecast will provide advance notice to Customer of such suspension where reasonably practicable.
5. **Additional Disclaimer.** MIMECAST DOES NOT WARRANT THAT THE WEB SECURITY EVALUATION SERVICES WILL ALWAYS LOCATE OR BLOCK ACCESS TO OR TRANSMISSION OF ALL DESIRED ADDRESSES, EMAILS, MALWARE,

APPLICATIONS AND/OR FILES, OR THAT ALL DATABASES WILL BE APPROPRIATELY CATEGORIZED OR THAT THE ALGORITHMS USED IN THE WEB SECURITY EVALUATION SERVICES WILL BE FULLY COMPLETE OR ACCURATE.

C. DMARC Analyzer Evaluation Services Supplemental Terms

1. **Hosting Jurisdiction.** DMARC Analyzer Evaluation Services are (i) hosted on a third-party platform that is located in Ireland and/or (ii) processes Customer Data, including Personal Data, through a data center in Ireland. Customer acknowledges that the certifications, attestations and assessments listed on Mimecast's Trust Center may differ for the DMARC Analyzer Evaluation Services. Further, the DMARC Analyzer Evaluation Services will be conducted on a limited number of Customer domains.
2. **Customer Obligations.** Customer is responsible for adding applicable domains to the DMARC Analyzer Evaluation Services and for publishing a DMARC record into the DNS for each such domain. Further, Customer must issue DNS updates as reasonably required by Mimecast.

D. Brand Exploit Protect Evaluation Services Supplemental Terms

1. **BEP Services.** The Brand Exploit Protect Evaluation Services (the "**BEP Evaluation Services**") are designed to protect Customer's domains (each, a "**Domain**") from illegitimate use by a third-party to create and/or register an imposter website. Customer must identify each Domain to be protected in writing to Mimecast, up to the maximum number of Domains listed on the applicable Evaluation Order. It is Customer's responsibility to inform Mimecast of any additional Domains to be protected. Additional Domains may be subject to additional fees. The Mimecast Brand Exploit Protect Service is hosted in Google GCP Belgium and Microsoft Azure Netherlands regions.
2. **Takedowns.** Customer acknowledges and agrees that Mimecast will monitor for replications of Customer's Domains, and in the event of a discovered Domain replication Mimecast will seek confirmation from Customer that a discovered Domain is illegitimate and unauthorized by the Customer. With such confirmation, Mimecast will report the imposter Domain to third party blocking sites and approach third-party registrars to request that the imposter Domain be disabled or blocked (each, a "**Takedown**"). Customer may request a more advanced countermeasure ("**Countermeasure**") which includes but is not limited to, a regular Takedown. Each request for Countermeasures is charged as 5 regular Takedowns. Customer shall be responsible for all confirmations provided to Mimecast with regards to Takedowns whether in writing or via confirmation within Customer's account or Mimecast administrative console. Takedowns are treated as the Professional Services referenced in the Agreement and are limited to the number listed on the Evaluation Order. Due to the nature of the BEP Evaluation Services provided, personnel will be available 24/7 to provide Support for the BEP Evaluation Services. Takedowns will be charged per request received and not upon completion of a successful Takedown.
3. **Web Scraping Tracker.** The subscription fee for the BEP Evaluation Services includes a limited, non-exclusive, non-transferable usage license to a script that Customer may add to each Domain for Customer's internal business purposes only during the Evaluation Period (each, a "**Web Scraping Tracker**"). Customer is solely responsible for deploying the Web Scraping Tracker to Customer's website code. Customer's rights are limited to those specifically granted to Customer herein. Mimecast reserves all right, title, interest and ownership of the Web Scraping Tracker, and Customer shall gain no right, title, interest or ownership in the Web Scraping Tracker as a result of these BEP Supplemental Terms, the Agreement or the provision of the BEP Evaluation Services.
4. **Additional Restrictions.** Customer will not (a) register any Domain with Mimecast for the BEP Evaluation Services, unless said Domain is owned or legally controlled by Customer; or (b) engage in any activity that could reasonably be expected to interfere with or disrupt the BEP Evaluation Services. In addition to any indemnification obligations contained in the Agreement, Customer will hold harmless, defend and indemnify Mimecast in the event of any third-party claim or regulatory action arising out of Customer's breach (or alleged breach) of this Section D4.
5. **Additional Disclaimer.** USE OF THE WEB SCRAPING TRACKER IS AT CUSTOMER'S DISCRETION AND RISK AND CUSTOMER IS SOLELY RESPONSIBLE FOR ANY DAMAGE TO ANY DOMAIN CAUSED BY THE WEB SCRAPING TRACKER.

E. Cybergraph Evaluation Services Supplemental Terms

1. **Cybergraph Services.** CyberGraph Services (f/k/a MessageControl Codebreaker and Silencer), MessageControl Gatekeeper, Cybergraph Controlled Availability, Cybergraph for SEG, and Misaddressed Email Protect Services (the "**Additional Services**")
2. The Additional Services are designed to help protect Customer from identity attacks by seeking to identify misaddressed emails and risks within email content and by intercepting embedded email trackers. Customer acknowledges that the certifications, attestations, and assessments listed on Mimecast's Trust Center may differ for the Additional Services.
3. **Additional Customer Responsibilities and Restrictions.** Customer is responsible for (i) obtaining and maintaining any Equipment needed to connect to, access, or otherwise use the software and software services ("**Equipment**" shall include equipment and ancillary services including, but not limited to, modems, hardware, services, software operating systems, networking, web services, and the like); (ii) ensuring the Services meet Customer's regulatory requirements including without limitation, requirements and obligations with regard to data privacy and employment laws; (iii) obtaining all necessary consents, permissions and authority from individuals or regulators in respect of all Customer Data, including, where applicable, Personal Data transferred, processed and/or analysed in the use of the Services, including the right for Mimecast to use such data in the preparation of reports and analyses. In addition to any indemnification obligations contained in the Agreement, Customer will hold harmless, defend and indemnify

Mimecast in the event of any third-party claim or regulatory action arising out of (i) Customer's breach (or alleged breach) of this Section 2; (ii) Mimecast's compliance with any Instructions or directions provided by Customer.

4. Data Processing Agreement. If the Customer has not executed a DPA with Mimecast, Customer acknowledges and agrees that Personal Data is not processed through the Services and/or the Additional Services.

F. Archive for Microsoft Teams Evaluation Services ("Chat Archive") Supplemental Terms

1. Customer acknowledges and agrees that Mimecast is not responsible for Third Party Services and no representations or warranties are made regarding Third Party Services. To the extent Customer Data is retrieved from or provided by Third Party Services in performance of the Chat Archive, Mimecast will not be liable for the condition of such Customer Data, including, but in no way limited to any such Customer Data that is retrieved from or provided to the Chat Archive by Third Party Services, that is incorrect, incomplete, corrupt, or missing. "Third Party Services" means third party products, applications, application programming interfaces, web hooks, services, software, systems, directories, websites, databases and information which Customer may connect to or enable in conjunction with Chat Archive.

G. Mimecast Email Security, Cloud Integrated - Protection for Microsoft Teams, SharePoint and OneDrive Supplemental Terms

1. Customer can enable certain Mimecast application program interfaces ("**APIs**") to enable Protection for Microsoft Teams, SharePoint and OneDrive to work in conjunction with certain third-party services, systems, and/or applications. The process to gain access to the APIs will be made available to Customer upon request. Customer is responsible for ensuring that the information provided to Mimecast to enable any API, is and remains accurate and up to date. Mimecast may revoke access to any API at any time without notice to Customer if Mimecast, in its reasonable discretion believes necessary or appropriate). All access keys, authentication procedures, and data to which Customer gains access or which is provided to Customer in connection with Customer's use of the API, excluding Customer Data, is the Confidential Information of Mimecast. If Customer chooses to transfer Customer Data via Mimecast APIs to third-parties, whether or not such third parties are Mimecast technology partners, Mimecast is not responsible for the security of the Customer Data upon the Customer Data leaving the Mimecast environment and such transfer is on Customer's own volition and risk. To the extent Customer uses the Mimecast APIs, the provisions of this Section shall apply to such use as if such APIs were included in the Services.

2. Customer acknowledges and agrees that Mimecast is not responsible for Third-Party Services and no representations, warranties or commitments are made regarding any Third-Party Services. It is Customer's sole responsibility to ensure it has valid licences for, and access to, all applicable Third-Party Services necessary to access and derive benefit from Protection for Microsoft Teams, SharePoint and OneDrive. Customer's access and use of such Third-Party Services shall be governed solely by the terms and conditions of such Third-Party Services. Customer hereby irrevocably waives any claim against Mimecast and its affiliates with respect to such Third-Party Services. To the extent Customer Data is retrieved from or provided by Third-Party Services in performance of Protection for Microsoft Teams, SharePoint and OneDrive, Mimecast will not be liable for the condition of such Customer Data, including, but in no way limited to any such Customer Data that is retrieved from or provided to Protection for Microsoft Teams, SharePoint and OneDrive by Third-Party Services, that is incorrect, incomplete, corrupt, or missing. "**Third-Party Services**" means third-party licences, products, applications, APIs, web hooks, services, software, systems, directories, websites, databases and information which Customer may connect to, permit connection to (including without limitation, where such connection is part of the Services provided) or enable in conjunction with Protection for Microsoft Teams, SharePoint and OneDrive.

3. CUSTOMER ACKNOWLEDGES AND AGREES THAT MIMICAST GIVES NO REPRESENTATIONS OR WARRANTIES AS TO THE FITNESS FOR A PARTICULAR PURPOSE OF ANY THIRD-PARTY SERVICE. NOR DOES MIMICAST ENDORSE, APPROVE OR RECOMMEND ANY PARTICULAR THIRD-PARTY SERVICE FOR USE WITH PROTECTION FOR MICROSOFT TEAMS, SHAREPOINT AND ONEDRIVE. MIMICAST SHALL NOT BE RESPONSIBLE FOR THE CONTENT OR ACCURACY OF ANY THIRD-PARTY SERVICES OR FOR ANY LOSS OR DAMAGE RESULTING FROM THE USE OR FAILURE OF ANY THIRD-PARTY SERVICE. ALL THIRD-PARTY SERVICES ARE USED AT THE CUSTOMER'S SOLE DISCRETION AND RISK.

4. These Protection for Microsoft Teams, SharePoint and OneDrive Terms are entered into solely between, and may be enforced only by, Mimecast and Customer. These Protection for Microsoft Teams, SharePoint and OneDrive Terms will not be deemed to create any third-party rights or obligations and any person who is not a party to these Protection for Microsoft Teams, SharePoint and OneDrive Terms shall not have any rights or remedies under or in connection with them.

5. Protection for Microsoft Teams, SharePoint and OneDrive is subject to fair usage limits specified in the Documentation or otherwise notified to Customer. If Customer exceeds such fair usage limits, Mimecast may work with Customer to seek to reduce Customer's usage so that it conforms to that limit. If Customer is unable or unwilling to abide within the required fair usage limit, Mimecast may, at its sole discretion, either reasonably require Customer to pay applicable excess usage fees or suspend or terminate Protection for Microsoft Teams, SharePoint and OneDrive.