



SPECIFIC TERMS FOR ORIGEN OFFERINGS

CONFIDENTIAL INFORMATION

The content of this document is confidential. Consequently, this information shall not be disclosed under any circumstances, nor used for other purposes other than those for which the document was created without prior authorization from Origen Technologies.



SPECIFIC TERMS FOR ORIGEN OFFERINGS

Additional terms apply to certain Origen Offerings. The below terms apply to your Purchased Offerings as applicable and are incorporated into the Origen General Terms.

Origen Cloud Platform

SOLaaS Sustainability Support

[SOLaaS Sustainability Support](#)

Security and Protection of Customer Content on Origen Cloud Platform.

Origen maintains administrative, physical, and technical safeguards to protect the security of Customer Content on Origen Cloud Platform as set forth in the Origen Cloud Security Addendum located here

[Origen Security Addendum-v1.001 CO](#)

[Origen-Information-Security-Addendum](#)

[Origen-Exemplar-Of-Origen-Personal-Data-Addendum-DPA](#)

Cloud Security Addendum.

Origen's security safeguards include, without limitation, employee (and contractor, as applicable) security training, background testing and confidentiality obligations. Origen's security controls adhere to generally accepted industry standards, are subject to audit by third parties (as described in the Cloud Security Addendum) and are designed to (a) ensure the security and integrity of Customer Content; (b) detect and protect against threats or hazards to the security or integrity of Customer Content; and (c) prevent unauthorized access to Customer Content.

Service Level Schedule – Origen Cloud Platform

Origen's Origen Cloud Service Level Schedule will apply to the availability and uptime of the Origen Cloud Platform, subject to planned downtime and any unscheduled emergency maintenance according to Origen's Maintenance Policy referenced in the Origen Service Level Schedule. Customer will be entitled to service credits for downtime in accordance with the applicable Service Level Schedule.



[Origen-Cloud-Platform-Security-Addendum](#)

Data Usage Policy for Origen Cloud Platform

For Subscriptions based on Maximum Daily Indexing Volume, Customer is entitled to periodically exceed the daily volume purchased by Customer in accordance with Origen's data ingestion and daily license usage policy

[Origen Security Addendum-v1.001 CO](#)

[Origen-Information-Security-Addendum](#)

[Origen-Exemplar-Of-Origen-Personal-Data-Addendum-DPA](#)

Origen On-Call

Service Description

The Origen On-Call service includes the online software including related application programming interfaces, interactive discussion areas, Customer accounts and profiles, mobile applications, and other related components thereof, on an individual and collective basis.

Additional Users

If Customer wants to add additional permitted users, Customer can do so through the Offering administrative portal, and either (i) Origen will immediately charge Customer's credit card for the prorated amount for the current term, or (ii) if Customer does not have a credit card on file, then Origen will invoice Customer for the additional permitted users in accordance with the Terms.

Necessary Integrations

Customer acknowledges and agrees that in order to provide certain features and functionalities of the Origen On-Call service to Customer, Customer must allow the Origen On-Call service communication with or access to Customer's account(s) with other third party service providers to retrieve, manipulate, process, and modify data ("**Process**"), and you expressly consent to the Origen On-Call service accessing those accounts to Process that data solely as is necessary to provide the Origen On-Call service. If the Origen On-Call service cannot for any reason access your third-party accounts or Process that data, Origen may not be able to provide Customer those features or functionalities, and Origen will be excused from any nonperformance. Certain features and functionalities of the Origen On-Call service require interaction with Customer's other third-party service providers, for instance, through APIs belonging to those third parties. Customer consents to Origen interacting with Customer's other third-party service providers to provide Customer requested features and functionality, and Customer acknowledges that Origen is not responsible or liable for



the accuracy, content, appropriateness, or completeness of data or content Origen receives from those third parties.

Support

Origen On-Call support is provided via the following link:

[Log in to continue - Log in with Atlassian account](#)

Origen Observability Cloud

Origen Observability Cloud includes the following services (as part of a suite or as individual services)

Service Descriptions

[Origen-SOLaaS-Sustainability-Support](#)

Security and Protection of Customer Content

Origen maintains administrative, physical, and technical safeguards to protect the security of Customer Content as set forth in the Security Addendum

Observability Security Addendum). Origen's security safeguards include, without limitation, employee (and contractor, as applicable) security training, background testing and confidentiality obligations.

[Origen Security Addendum-v1.001 CO](#)

Origen's security controls adhere to generally accepted industry standards, are subject to audit by third parties (as described in the Observability Security Addendum) and are designed to (a) ensure the security and integrity of Customer Content; (b) detect and protect against threats or hazards to the security or integrity of Customer Content; and (c) prevent unauthorized access to Customer Content.

[Origen-Information-Security-Addendum](#)

[Origen-Privacy-Policy](#)

[Origen-Exemplar-Of-Origen-Personal-Data-Addendum-DPA](#)

Service Level Schedule – Origen Observability Cloud

[Origen-SOLaaS-Sustainability-Support](#)