Progress Data Cloud Subscription Service Hosting Addendum (“Hosting Addendum”)

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This Hosting Addendum applies if noted in the Order. "**We**", "**us**", or "**our**" refer to Progress Software Corporation or its Affiliate listed as licensor in the license agreement referenced in the Order (“**License Agreement**”). “**You**" or "**your**" refer to the end-user identified in the Order and considered the licensee under the License Agreement. This Hosting Addendum applies to the Progress Data Cloud subscription service, which is the successor service to Semaphore Cloud. This Hosting Addendum supersedes and replaces the Semaphore Cloud Hosting Addendum, and any references to the Semaphore Cloud Hosting Addendum in previously executed Orders will refer to this Hosting Addendum.

If conflicts arise among (a) the Order, (b) this Hosting Addendum, and (c) the License Agreement, their priority is in that order unless the Order is from an Authorized Reseller or issued by you. For Authorized Resellers: the Order governs, but any requirements for the Authorized Reseller differing from our obligations under the License Agreement and Hosting Addendum are the Authorized Reseller’s responsibility; our obligations and liability are only as set forth in the License Agreement and Hosting Addendum. Any Order terms altering our rights or responsibilities are not valid unless agreed to in writing. If you make the Order (e.g., a purchase order), any extra terms and conditions you include are invalid.

1. Definitions.

1.1. “**Acceptable Use Policy**” or “**AUP**” means our acceptable use policy located at https://www.progress.com/legal/aup that specifies rules, requirements and limitations concerning your use of the Hosted Service, and as may be updated by us from time to time.

1.2. “**Access Credentials**” means login information, passwords, security protocols, and policies through which you or Authorized Users access and use the Hosted Service.

1.3. “**Account**” means the account through which you access the Hosted Service, or Authorized Users access the Hosted Service for your benefit and/or on your behalf.

1.4. “**Affiliate**” means with respect to a party, any entity which directly or indirectly controls, is controlled by, or is under common control with such party, where “control” means the power, directly or indirectly, to direct, or to cause the direction of, the management and policies of an entity, through majority ownership of voting securities or equity interests.

1.5. “**Authorized Reseller**” means a third party who is not our Affiliate and who is authorized by us or our Affiliate to resell the Hosted Service.

1.6. “**Authorized User**” means an individual who is authorized by you to use the Hosted Service in accordance with the terms of the License Agreement and this Hosting Addendum, for whom you have ordered the Hosted Service, and to whom you (or we, at your request) have supplied a user identification and password.

1.7. “**Content**” means all data, content and information, such as data files, written text, keys, computer software, music, audio files or other sounds, photographs, videos or other images, submitted by or for you or Authorized Users to the Hosted Service or collected and processed by or for you or Authorized Users using the Hosted Service, excluding Supplier Licensed Content and Non-Supplier Applications.

1.8. “**Documentation**” means any technical instructions or materials describing the operation of the Hosted Service made available to you by us, expressly excluding any marketing websites, user blogs, reviews or forums.

1.9. “**Downloadable Software**” means any computer software programs, SDKs, codes, and/or files we make available through or with the Hosted Service which you may be required to download and install/store locally on your computer to use the Hosted Service, along with any related Documentation and Updates.

1.10. “**Hosted Service**” means computer software program(s), content and related services that comprise the Progress® Data Cloud service (or any successor to the Progress® Data Cloud service in accordance with section 14.1 (Changes to Hosted Service)) that are provided by us on a software-as-a-service basis through computers we or our suppliers control.

1.11. “**Intellectual Property Rights**” means any and all current and future (a) rights associated with works of authorship, including copyrights, mask work rights, and moral rights; (b) trademark or service mark rights; (c) trade secret rights; (d) patents, patent rights, and industrial property rights; (e) layout design rights, design rights, and

other proprietary rights of every kind and nature other than trademarks, service marks, trade dress, and similar rights; and (f) registrations, applications, renewals, extensions, or reissues of any of (a) to (e), in each case, in any jurisdiction throughout the world.

1.12. "**Non-Supplier Applications**" means any software applications that are provided by you or a third party and interoperate with the Hosted Service, including, for example, an application that is developed by or for you.

1.13. "**Order**" means any written or electronic order documents entered between you and us (or an Authorized Reseller) for the Hosted Service.

1.14. "**Supplier Licensed Content**" means information (such as 3rd party taxonomies and ontologies) obtained by us from our content licensors or publicly available sources and provided to you pursuant to an Order, as more fully described in the Documentation applicable to the Hosted Service.

1.15. "**Terms**" means collectively: (a) this Hosting Addendum, (b) the License Agreement, (c) the AUP, (d) the Terms of Use for our website located at https://www.progress.com/legal/terms-of-use, as updated by us from time to time, and (e) our Privacy Policy located at https://www.progress.com/legal/privacy-policy, as updated by us from time to time.

1.16. "**Update**" means any update, upgrade, enhancement, error correction, new version, new release, and other modifications to the Hosted Service that we provide or make available to you.

2. Eligibility, Authorized Users and Affiliates, Access Credentials and Account Authentication.

2.1. **Eligibility**. To use the Hosted Service, you must: (a) be at least 18 years old; (b) not be restricted from the Hosted Service; (c) not be our (or any of our Affiliates') competitor or use the Hosted Service for competitive purposes; (d) have authority to agree to the Terms without breaching other agreements, (e) respect our rights, including Intellectual Property Rights; (f) comply with the Terms as updated from time to time; and (g) provide your own equipment, software and internet access at your cost.

2.2. **Authorized Users and Affiliates**. You may allow Authorized Users to use the Hosted Service solely for your benefit and in accordance with the License Agreement and this Hosting Addendum. You are responsible for ensuring that all Authorized Users comply with the Terms and any violation by an Authorized User will be deemed a breach by you. References to "you" or "your" include your Authorized Users. At our discretion, we may engage one or more of our Affiliates to exercise our rights and/or fulfil our obligations under the License Agreement and this Hosting Addendum, in which case references to "we", "us", or "our" also encompass those Affiliates. If the License Agreement or Order expressly permits your Affiliates to access or use the Hosted Service, then references to "you" or "your" extend to these Affiliates and their Authorized Users. Any breach by any such Affiliates or their Authorized Users will be considered your breach.

2.3. **Access Credentials**. As part of the registration process you (or we at your request) will create Access Credentials for each of your Authorized Users. You are solely responsible for your Access Credentials and anything that happens through use of your Access Credentials and Account, regardless of whether you have authorized such use. You will notify us immediately if you know or suspect that someone has gained access to your Access Credentials so that we can deactivate the compromised Access Credentials and issue you new ones. We reserve the right but do not assume the obligation to take any action we deem necessary or reasonable to ensure the security of the Hosted Services and your Account, including terminating your access or the access of any of your Authorized Users, changing passwords, or requesting additional information to authorize activities related to your Account. We are not responsible or liable to you for any damages resulting from or arising out of any compromise of your Account's confidentiality or any unauthorized access to or use of your Account.

2.4. **Account Authentication**. You acknowledge that the Hosted Service utilizes OAuth 2 / OpenID Connect to delegate authentication to your identity provider (IDP) services, and we do not control such services. Where an IDP offers multi-factor authentication services or similar authentication methods to protect logins, you are strongly encouraged to enable such services or methods. Additionally, we reserve the right to update the Hosted Service from time to time to align with evolving security industry standards, including, without limitation, making your use of multi-factor authentication or other authentication methods, a pre-requisite to gaining access to the Hosted Service.

3. Content.

You are solely responsible for all Content and, as between you and us, you retain all right, title, and interest (including Intellectual Property Rights) in and to Content. You will, at your expense, obtain all third-party rights, licenses, consents, and permissions necessary for the parties to exercise their rights and perform their obligations under this Hosting Addendum, and you will transmit Content to the Hosted Service using a secure encrypted connection. You represent and warrant that Content does not and will not violate the AUP. We do not endorse any Content and disclaim all liability in connection with Content; ANY USE OF CONTENT PROVIDED BY OTHERS (INCLUDING OTHER CUSTOMERS) IS AT YOUR SOLE RISK, AND WE MAKE NO REPRESENTATIONS OR WARRANTIES REGARDING ANY CONTENT AVAILABLE ON OUR WEBSITE OR THROUGH THE HOSTED SERVICE, INCLUDING AS TO QUALITY, ACCURACY, LEGALITY, RELIABILITY, OR OTHERWISE. You will defend us against any third-party claim alleging that Content, or your use of the Hosted Service in breach of this Hosting Addendum and/or the License Agreement, infringes or misappropriates Intellectual Property Rights or violates applicable law, and you will indemnify us from all damages, attorneys' fees, and costs finally awarded against us or paid under a court-approved settlement, provided that we (a) promptly notify you in writing, (b) give you sole control of the defense and settlement (but you may not settle unless the settlement unconditionally releases us of all liability), and (c) provide reasonable assistance, at your expense.

4. Rights and Licenses.

4.1. Rights and Licenses We Grant to You.

4.1.1. **Right to Use Hosted Service**. If you purchase a subscription to the Hosted Service ("**Subscription**"), then, subject to this Hosting Addendum, for as long as you maintain an active Subscription, we grant you a limited, non-transferable, revocable, royalty-free, non-exclusive right to access and use the Hosted Service in accordance with the terms of the Order, the License Agreement, and this Hosting Addendum.

4.1.2. **License and Ownership of Supplier Licensed Content**. If your Order includes Supplier Licensed Content with your Subscription, we grant you a worldwide, non-exclusive, time-limited license to use the Supplier Licensed Content pursuant to the Order, License Agreement, and this Hosting Addendum. All rights, title, and interest remain with us or our licensors, who may modify or enhance Supplier Licensed Content independently or at your request; any changes are owned exclusively by us or our licensors. Our licensors have the same rights and protections as described here in relation to any Supplier Licensed Content owned or licensed by them and are third-party beneficiaries. Unless stated otherwise in the License Agreement or other mutually executed document between you and us, there are no other third-party beneficiaries. You do not gain Intellectual Property Rights from modifications to the Supplier Licensed Content and must not create derivative works or violate the terms set out in this Hosting Addendum and the Order.

4.1.3. **Hosted Service Usage Restrictions**. In addition to all other usage limitations, restrictions and requirements set forth in this Hosting Addendum, the following will apply to the Hosted Service:

1. You must use the Hosted Service and Supplier Licensed Content only in accordance with the Documentation applicable to the Hosted Service and applicable laws and government regulations.
2. You must comply with the terms of service of Non-Supplier Applications with which you use the Hosted Service or Supplier Licensed Content.
3. You must refrain from framing or mirroring any part of the Hosted Service or Supplier Licensed Content, other than framing on your own intranets or otherwise for your internal business purposes or as permitted in the Documentation applicable to the Hosted Service.
4. You must follow all applicable laws when using the Hosted Service for the creation or hosting of external-facing websites, including any laws applicable to use of cookies or other tracking technologies on such websites.

4.2. Rights and Licenses You Grant to Us.

4.2.1. **License to Host Content and Non-Supplier Applications**. You grant us a worldwide, royalty-free, fully paid, transferable, sublicensable, non-exclusive, limited-term license to use, copy, host, store, share, distribute, publicly display, sublicense, post, transmit or publish your Content, any Non-Supplier Applications, and any program code created by or for you using the Hosted Service, but only to the extent necessary for us to provide the Hosted Service. We may use third-party contractors and service providers to exercise these rights on our behalf to provide the Hosted

Service, and that any of our personnel or the personnel of such third parties with access to the Content, Non-Supplier Applications, and/or any program code created by or for you using the Hosted Service, may be located in the United States or any other country in which we or third parties maintain facilities. You acknowledge that you do not have any rights against these third-party contractors or service providers regarding this Hosting Addendum or your use of the Hosted Service. You agree to abide by such third parties' acceptable use policies which are provided or otherwise noticed to you, and that you will have no rights against such third parties in connection with your use of the Hosted Services.

4.2.2. **Limitations and Your Control Over Content**. Except for the rights and licenses expressly granted to us in this Hosting Addendum, we do not obtain any rights, title, or interest in your Content or any Non-Supplier Application or program code you supply under this Hosting Addendum. You choose the Content to upload, input, transmit, create, store, generate, compile, derive or process with(in) the Hosted Service and the level of access to Content granted to us. Your control over granting access to Content includes, without limitation, determining the extent to which you enable any capabilities that allow us and the Hosted Service to read Digital Rights Management (DRM) protected documents to process them in the Hosted Service.

5. Eligible Products, Portability and Support.

5.1. **Deployment of Eligible Products in Hosted Service**. You must have the correct license before deploying any Eligible Product in the Hosted Service. An "Eligible Product" is software we generally offer for license and make available for Hosted Service deployment. Your use of Eligible Products in the Hosted Service is governed by (a) the Order, (b) this Hosting Addendum, and (c) the License Agreement, in that order if conflicts arise. Eligible Products must be licensed under a subscription model unless we state otherwise; products licensed as perpetual, enterprise, indefinite, or any other models are not Eligible Products. The Hosted Service's license category—General Purpose or Limited Purpose—matches the license category of the Eligible Product you deploy in the Hosted Service.

5.2. **Portability of Eligible Products**.

5.2.1. Should either party decide not to renew the Hosted Service as specified in the applicable Order, or if the Hosted Service is otherwise terminated pursuant to this Hosting Addendum or the relevant Order, or if you elect to relocate the Eligible Product to an alternative environment at any time, you may continue to use the Eligible Product in another environment for the remainder of the license term. Continued use is subject to the terms and conditions outlined in the Order related to the Eligible Product and the License Agreement.

5.2.2. If you move the Eligible Product to a new environment (see section 5.2.1), you must give us at least thirty (30) days' written notice, unless your Hosted Service Order specifies a different notice period. Cancelling the Hosted Service early does not relieve you from paying all remaining fees outlined in the Order for the rest of the term, according to its payment terms.

5.3. **Progress Data Cloud Bundles**. Notwithstanding anything to the contrary in this Hosting Addendum, if the Hosted Service specified in the applicable Order includes "Progress Data Cloud – Business Subscription Bundle", "PDC – Business Subscription Bundle", "Progress Data Cloud – Dev Subscription Bundle" or "PDC – Dev Subscription Bundle" in line item description for the Hosted Service, then the Hosted Service includes a subscription license to the Eligible Products listed in that line item of the Order as a bundled purchase. In that circumstance, the terms pertaining to portability in section 5.2 will not apply. Your use of the Eligible Products listed in the applicable line item of the Order will remain subject to the licensing requirements and usage limitations applicable to the Eligible Products set forth in the Order and the License Agreement.

5.4. **Support.** Throughout the Hosted Service period, support and maintenance will follow the support terms outlined at Progress Data Cloud Support Terms, which are included here by reference ("**Hosted Service Support Terms**"). If the Eligible Product's Order cites different support terms, those terms will be replaced and overridden by the Hosted Service Support Terms for as long as the Hosted Service is active.

6. Promotional Offers.

We may provide trial or promotional subscriptions ("**Promotional Subscriptions**") for software-as-a-service products other than the Hosted Service you have purchased from us or an Authorized Reseller. Unless otherwise indicated, a Promotional Subscription remains active only while you maintain a paid, ongoing subscription to the Hosted Service.

We reserve the right to modify or discontinue any Promotional Subscription and your access to the software-as-a-service licensed under such Promotional Subscription at any time, temporarily or permanently, with or without notice. Unless stated otherwise, the terms of this Hosting Addendum apply to any software-as-a-service provided through a Promotional Subscription in the same way as they do to the Hosted Service. Notwithstanding anything to the contrary in the License Agreement, Promotional Subscriptions are provided on an "AS IS" basis without warranty of any kind.

7. Trial Subscription to Hosted Service.

7.1. **Grant**. If you register and are approved for a free trial of the Hosted Service, you receive a personal, non-exclusive, non-transferable right to access and use the Hosted Service and related Software in object code form, subject to the limitations and conditions specified in this section 7.1 ("**Trial Subscription**"). For purposes of this section 7.1, the term "**Software**" means: (i) any software we provide for trial use via the Hosted Service, (ii) any new products, updates, components, features or functionality related to that software; and (iii) any Documentation or other materials related to (i) and/or (ii).

7.2. **Scope of Use**. You may use the Software and Hosted Service during the Trial Term only for evaluation, demonstration, prototyping, testing, or proof of concept—for example, preparing tests, developing prototypes of compatible applications, or demonstrating those applications ("**Proof of Concept**"). Integration into end products or any commercial or production use is not permitted. Usage is allowed solely for Proof of Concept until the Trial Term ends, or the subscription is terminated earlier per these terms. We may limit usage parameters (such as users, cores, or storage) and decide whether to provide maintenance or support, with applicable limits, at our discretion. Notwithstanding anything to the contrary in the License Agreement, Trial Subscriptions are provided on an "AS IS" basis without warranty of any kind.

7.3. **Trial Term**. Unless agreed otherwise in writing, the Trial Subscription lasts up to ninety (90) days from when you receive access credentials ("**Trial Term**"). If you buy a Hosted Service Subscription, the Trial Term ends when your paid Subscription starts. Once the Trial Term ends, your access will expire unless you purchase a Subscription. If the Trial is free, we may modify or end it at any time, with or without notice.

8. Data Backup and Limitations on Availability of Hosted Service.

8.1. **Data Backup**. We will follow our standard archival procedures for storing the portion of Content that constitutes configuration data stored in the Hosted Service ("**Configuration Content**"). You are fully responsible for implementing appropriate archival and backup processes for all other Content excluding Configuration Content. Please consult the Documentation provided with the Hosted Service for information on available backup methods. In the event of any loss or corruption of Configuration Content, we will use commercially reasonable efforts to restore the lost or corrupted Configuration Content from the latest backup of such Configuration Content maintained by us or our third-party service provider in accordance with its archival procedures. We are not responsible for any loss, corruption, destruction, alteration, or unauthorized disclosure of or access to Content resulting directly or indirectly from acts or omissions of you or a third party. OUR EFFORTS TO RESTORE LOST OR CORRUPTED CONFIGURATION CONTENT PURSUANT TO THIS SECTION 8.1 WILL CONSTITUTE OUR SOLE LIABILITY AND YOUR SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF ANY LOSS, CORRUPTION, DESTRUCTION, ALTERATION, UNAUTHORIZED DISCLOSURE OF OR ACCESS TO CONTENT.

8.2. **Limitations on Availability of Hosted Service**. The Hosted Service may be inaccessible for various reasons including maintenance updates, power outages, internet delays, system failures, extended downtime and other interruptions, during which you may be unable to access or use the Hosted Service and Content may be lost or corrupted (in which case, our sole obligation to you will be to exercise commercially reasonable efforts to restore the Configuration Content in accordance with section 8.1 (Data Backup)). Additionally, we may immediately suspend the Hosted Service if there is a reasonable threat to the technical security or technical integrity of the Hosted Service.

9. Third Party Products and Services and Links to Third Party Sites.

9.1. **Acquisition of Third-Party Products and Services.** We, as well as third parties, may offer access to third-party products or services, including Non-Supplier Applications and consulting services such as implementation support. Any purchase or use of these third-party products or services, along with any data exchange between you

and the third-party supplier, is solely your responsibility and subject to the relationship established with that supplier. We do not provide warranties or endorsements for Non-Supplier Applications or other products or services offered by third-party suppliers—regardless of whether they are designated as "certified" or otherwise—except where explicitly stated in a written agreement executed or issued by us.

9.2. **Non-Supplier Applications and Content.** If you install or enable Non-Supplier Applications for use with the Hosted Service, you grant us permission to allow the provider of that Non-Supplier Application to access Content as required for the interoperation of that Non-Supplier Application with the Hosted Service. We are not responsible for any disclosure, modification or deletion of Content resulting from access by the Non-Supplier Application or the provider of such Non-Supplier Application.

9.3. **Integration with Non-Supplier Applications.** The Hosted Service may provide features designed to operate with Non-Supplier Applications. Utilizing these features may require you to obtain access to such Non-Supplier Applications from their respective providers and authorize us to access your account(s) and data within those applications. If the provider of a Non-Supplier Application ceases to make their application available for integration with the relevant Hosted Service features on terms that we, in our sole discretion, deem acceptable, we reserve the right to discontinue those Hosted Service features without any obligation to provide a refund, credit, or other compensation. Additionally, we do not warrant backward or forward compatibility between the Hosted Service and any Non-Supplier Application, nor do we assume liability for any loss of integration or data access relating to a Non-Supplier Application. The provisions contained in this Section 9.3 will prevail over any conflicting terms in this Hosting Addendum, including but not limited to the provisions of Section 15.1 (Changes to the Hosted Service).

9.4. **Links to Third Party Sites.** The Hosted Service may include links to third-party sites. You acknowledge and agree that we do not control such sites or their content and are not responsible for your use of any linked site, including for any loss or damage or the availability of linked sites.

10. Processing Capacity Advisory and Fair Use of APIs.

We will not increase the size or associated cost of your Hosted Service subscription due to enhanced capacity requirements without first obtaining your written consent. We expect API calls to be made in accordance with fair use principles, based on the scale of your environment. Should your API usage exceed levels that we deem typical for your subscribed Hosted Service environment, we will contact you directly. At that point, you may choose to adjust your API usage or engage our professional services for guidance. Alternatively, you may opt to expand your environment, which will result in a corresponding cost increase; such an increase will be communicated to you and will require your agreement.

11. Information Use and Disclosure by Us.

We may access or disclose information about you, your Authorized Users, Account(s) and/or the content of your or your Authorized Users' communications in order to (i) provide, operate, and improve the Hosted Service; (ii) comply with applicable laws or respond to lawful requests or legal process; or (iii) protect our rights or property and/or that of our customers, including the enforcement of our agreements or policies governing the use of the Hosted Service. Personal data collected or otherwise processed during the provision of services relating to the Hosted Service may be transferred, stored, and processed in the United States or any other country where we, our Affiliates, or service providers maintain facilities. For further details regarding our privacy practices, please refer to our privacy statement at https://www.progress.com/legal/privacy-policy.

12. Removal of Supplier Licensed Content and Non-Supplier Applications.

If a third-party licensor asks us to remove Supplier Licensed Content, or if we learn that any Supplier Licensed Content you use might violate laws or third-party rights, we may let you know. In such cases, you must quickly remove the relevant Supplier Licensed Content from your systems. Similarly, if we find out that any Non-Supplier Application you host on our Hosted Service may be violating laws or third-party rights, we may inform you. You will then need to promptly disable or modify this Non-Supplier Application to address the issue. If you do not take the necessary action as described above, we may disable the affected Supplier Licensed Content, Hosted Service, or Non-Supplier Application until the issue is resolved.

13. Terms for Downloadable Software.

You may download, install, and use Downloadable Software only for the purpose of connecting to and using the Hosted Service. Your right to use Downloadable Software applies only while you have an active subscription for the Hosted Service. You will destroy all copies of the Downloadable Software in your possession and, upon our request, provide us with a written instrument signed by your authorized representative certifying your compliance with this section.

14. Changes to the Hosted Service and/or these Terms.

14.1. **Changes to Hosted Service.** We may add, change, or discontinue any product, feature, or service offered in the Hosted Service. Such changes may require updated terms, which will be provided per section 14.2 (Changes to these Terms). We may also replace or rebrand the Hosted Service with an equivalent or improved version at any time during your subscription, without extra charges for the duration of your subscription term.

14.2. **Changes to these Terms**. We may update the terms in this Hosting Addendum anytime by posting a revised version on our website at https://www.progress.com/legal. Updates related to changes or additions to the Hosted Service will take effect when those modifications are made, as described in section 14.1 (Changes to Hosted Service). Updates required by law will become effective immediately. All other updates will apply at the start of your next renewal subscription period after we post the revised Hosting Addendum. If your Order shows your license auto-renews and updates to this Hosting Addendum are posted after the deadline for opting out of renewal (as explained in the Order), and you disagree with the updated Hosting Addendum, you can notify us at any time before your renewal subscription begins that you do not wish to renew your license. You are responsible for regularly checking our website for any updates to this Hosting Addendum.

15. Suspension, Termination, and Content Portability.

15.1. **Suspension of Hosted Service for Non Payment and Acceleration of Unpaid Fees**. If you owe us or our Authorized Reseller any amount under an Order, this Hosting Addendum, the License Agreement, or any other agreement for our services, and that amount is thirty (30) days or more past due, we may, without limiting our other rights and remedies, make all your outstanding fees under those agreements immediately due and payable. We may also suspend our services to you, including the Hosted Service, until the overdue amounts are paid in full. Before suspending any services, we will provide you with at least 10 days' written notice that your account is overdue. Despite anything stated elsewhere in this Hosting Addendum or the License Agreement, any notice provided by us according to this section 15.1 may be sent by email to your business or invoicing contact listed in the Order.

15.2. **Hosted Service Termination**. Subject to any other termination rights outlined in this Hosting Addendum, the Order, or the License Agreement, and except where prohibited by law, we retain the right, without prejudice to any other available remedies, to terminate this Hosting Addendum and your rights and licenses to access the Hosted Service under an Order immediately if: (i) providing the Hosted Service would impose a significant economic or technical burden, or create a material security risk for us; or (ii) such termination is required in order to comply with applicable laws or governmental requests.

15.3. **Content Portability**. When your subscription to the Hosted Service ends, we will keep your Content for 30 days. During this time, if you send us a written request, we will give you access to export your Content using the available export and backup features of the Eligible Product or Hosted Service. After these 30 days, we are not required to keep or provide your Content and will delete or destroy all copies we hold as outlined in the Hosted Service Documentation, unless the law prevents us from doing so.