

January 2025

PLEASE READ THIS USER AGREEMENT ("**AGREEMENT**") CAREFULLY BEFORE REGISTERING FOR THE VERITAS ALTA VIEW ONLINE CONSOLE ("**VERITAS ALTA VIEW**"). BY REGISTERING FOR AND USING VERITAS ALTA VIEW, YOU ARE (1) REPRESENTING THAT YOU ARE OVER THE AGE OF 18 AND HAVE THE CAPACITY AND AUTHORITY TO BIND YOURSELF AND/OR YOUR COMPANY, AS APPLICABLE, TO THE TERMS OF THIS AGREEMENT; AND (2) CONSENTING ON BEHALF OF YOURSELF AND/OR AS AN AUTHORIZED REPRESENTATIVE OF YOUR COMPANY, AS APPLICABLE, TO BE BOUND BY THIS AGREEMENT ON EACH OCCASION YOU ACCESS VERITAS ALTA VIEW. IF YOU DO NOT AGREE TO ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT, YOU WILL NOT HAVE ANY RIGHT TO USE VERITAS ALTA VIEW.

## 1. Veritas Alta View

- a. Veritas Alta View is an online console that aggregates data from, and permits management of, enabled and qualified Veritas offerings (each an "**Enabled Veritas Offering**"). Veritas Alta View is owned and operated by Veritas Technologies LLC on its behalf and on behalf of its subsidiaries and affiliates (collectively "**Licensor**"). If you are accessing Veritas Alta View as an authorized representative of your company, then any registration requirements will be granted in the name of your company (and not to you personally). On each occasion you access Veritas Alta View, you ("**User**") agree to access Veritas Alta View in accordance with the following terms and conditions. Use of Veritas Alta View shall not modify the terms and conditions applicable to each Enabled Veritas Offering, as those terms are separately agreed between Licensor and the end user of the Enabled Veritas Offering. User will be responsible for operating and maintaining all aspects of the Enabled Veritas Offering(s) that will be configured to use or for use with Veritas Alta View.
- b. Subject to the terms and conditions of this Agreement, Licensor will use commercially reasonable efforts to make Veritas Alta View available to User. Such use of Veritas Alta View by User shall be as follows: (i) solely for User's use; or (ii) solely for User's use on behalf of User's company, where User has been authorized to use Veritas Alta View on behalf of such company; or (iii) where User is an authorized value added reseller or distributor of Licensor's products (respectively "**Value Added Reseller**" and "**Distributor**"), use on behalf of an end user of the applicable Enabled Veritas Offering, where User has been authorized by User to use Veritas Alta View on behalf of such end user. User warrants to Licensor that User; (i) has entered into a valid license or service agreement with Licensor for the Enabled Veritas Offerings; or (ii) is acting on behalf of a company that has licensed or procured the Enabled Veritas Offerings; or (iii) is an employee of a Value Added Reseller or Distributor, authorized and acting on behalf of an end user of the Enabled Veritas Offerings.
- c. At its sole discretion, Licensor may change, suspend or discontinue Veritas Alta View at any time, including the availability of any feature, function, database or content. Licensor may also impose limits on certain features, functions and services or restrict User's access to parts or the entire Veritas Alta View console, without notice or liability of any kind or nature whatsoever. Licensor reserves the right, at its discretion, to modify this Agreement at any time by

posting a notice on Veritas Alta View, or by sending User a notice via e-mail or postal mail or merely by posting an updated version of this Agreement. Continued use of Veritas Alta View by User following such notification or posting constitutes User's acceptance of the terms and conditions of this Agreement, as modified.

- d. Use of Veritas Alta View will require User to (i) submit a request for access to Veritas Alta View; (ii) provide required information to provision and enable Veritas Alta View; (iii) open an account to enable Veritas Alta View ("**Account**"); and (iv) meet Licensor's then-current eligibility criteria for Veritas Alta View, including, without limitation, maintaining a valid subscription, or maintenance/support subscription, to the Enabled Veritas Offering(s), as applicable. User must complete the registration process, as referred to in the Registration and Security section below, by providing Licensor with current, complete, and accurate information as prompted by the registration form. Any false information provided by User will, without prejudice to any other remedy available to Licensor, result in the immediate termination of User's use of Veritas Alta View. User acknowledges and agrees that User is and shall at all times remain entirely responsible for maintaining the confidentiality of User's login and account details.
- e. User shall be responsible for obtaining and maintaining any equipment or ancillary services needed to connect to, access or otherwise use Veritas Alta View, including, without limitation, modems, hardware, software and long distance or local telephone service. User shall be responsible for ensuring that such equipment or ancillary services are compatible with Veritas Alta View.

## 2. Veritas Alta View Content

- a. Veritas Alta View and its contents are intended solely for the use of end users of Enabled Veritas Offerings and employees of a Value Added Reseller or Distributor authorized and acting on behalf of an end user. User acknowledges that the content displayed on Veritas Alta View is derived from User's deployment and use of the Enabled Veritas Offerings and that User is solely responsible for enabling and maintaining the flow of information from the Enabled Veritas Offerings to Veritas Alta View.
- b. All content available through Veritas Alta View (including, but not limited to, text, graphics, images, data, technical drawings, configurations) ("**Content**") are protected by international copyright laws and other laws and treaties and are owned or controlled by Licensor. User shall abide by all copyright notices, information and restrictions contained in any Content accessed through Veritas Alta View.
- c. The trademarks, logos, and service marks ("**Marks**") displayed on Veritas Alta View are the property of Licensor or other third parties. User is not permitted to use these Marks without the prior written consent of Licensor or such other third party, which may own the Mark.
- d. User may not modify, publish, transmit, participate in the transfer or sale of, reproduce, create derivative works based on, distribute, perform, display, or in any way exploit, without limitation, any of the Content or application software, in whole or in part.
- e. User may download or copy the Content, and other items displayed on Veritas Alta View where necessary for use of Veritas Alta View, provided that User maintains all copyright and other notices contained in such Content. Copying or storing of any Content for other than internal, non-commercial use is expressly prohibited without prior written

permission from Licensor.

- f. Licensor retains the right, from time to time and without prior notice to User, and at its sole discretion, to modify, upgrade or otherwise change Veritas Alta View including, without limitation: (i) restricting the time of availability; (ii) restricting the scope of the content displayed on Veritas Alta View; (iii) restricting the amount of access or use permitted; or (iv) restricting or terminating any User's right to access or use Veritas Alta View or any feature, function, database, content or application.

### 3. Software Downloads

- a. All software downloads that are made available to download via Veritas Alta View are the copyrighted work of Licensor and/or its suppliers. User acknowledges and agrees that the downloading of software, including, without limitation, downloading updates of the Enabled Veritas Offerings is governed by: (i) the separate written license or services agreement entered into with Licensor for the Enabled Veritas Offerings or (ii) the license or services agreement accompanying the Enabled Veritas Offerings. Any use of downloaded software, including, without limitation, updates of the Enabled Veritas Offerings, not in accordance with an applicable license agreement, or in excess of the quantity purchased, is expressly prohibited. User shall be responsible for ensuring that only authorized individuals have access to Veritas Alta View and its contents, including software downloads. Any unauthorized downloading of software is expressly prohibited. In the event of a breach of the foregoing, Licensor reserves all of its rights in law or otherwise.
- b. Veritas' products are subject to export controls by the U.S. Department of Commerce (DOC), under the Export Administration Regulations (EAR), described at <http://www.bis.doc.gov>, and export and import laws and regulations in other applicable jurisdictions. Diversion contrary to U.S. law is strictly prohibited. User agrees to comply with the requirements of the EAR and all applicable international, national, state, regional and local laws, and regulations, including any applicable import and use restrictions. Veritas products are currently prohibited for export or re-export to Cuba, North Korea, Iran, Syria and Sudan or to any country subject to relevant US and other government embargo or trade sanctions. User will not export or re-export, directly or indirectly, any Veritas product to any person or entity on the DOC Denied Persons, Entities and Unverified Lists, the U.S. Department of State's Debarred List or on the U.S. Department of Treasury's lists of Specially Designated Nationals, Specially Designated Narcotics Traffickers or Specially Designated Terrorists. Furthermore, User will not use or allow use of Veritas products in connection with chemical, biological, or nuclear weapons, or missiles, drones, or space launch vehicles capable of delivering such weapons.

### 4. Restrictions on Use of Veritas Alta View

USER IS RESPONSIBLE FOR ALL USAGE OR ACTIVITY ON USER'S VERITAS ALTA VIEW ACCOUNT, INCLUDING USE OF THE VERITAS ALTA VIEW ACCOUNT BY ANY THIRD PARTY AUTHORIZED BY USER TO USE THE ACCOUNT. USER SHALL USE VERITAS ALTA VIEW AS IT IS DESIGNED AND ONLY FOR THE PURPOSE(S) SET FORTH IN THIS AGREEMENT. ANY FRAUDULENT, ABUSIVE OR OTHERWISE ILLEGAL ACTIVITY MAY BE GROUNDS FOR TERMINATION OF THE ACCOUNT AT LICENSOR'S SOLE DISCRETION. USER MAY NOT POST OR TRANSMIT, OR CAUSE TO BE POSTED

OR TRANSMITTED, ANY COMMUNICATION OR SOLICITATION DESIGNED OR INTENDED TO OBTAIN PASSWORD, ACCOUNT OR PRIVATE INFORMATION FROM ANY VERITAS ALTA VIEW USER.

## 5. Registration and Security

- a. As part of the registration process, User will setup login credentials for the Account. User may not select or use login credentials: (i) with the intent to impersonate another person; or (ii) subject to any rights of a person other than User without appropriate authorization. Licensor reserves the right to refuse registration of or cancel User's login credentials at its sole discretion.
- b. Licensor reserves the right to audit User's use of Veritas Alta View including, without limitation, the right to use data relating to User's use of Veritas Alta View.
- c. User shall be responsible for maintaining the security of the Account and for all uses of the Account, with or without User's knowledge or consent. Users that are end users of the Enabled Veritas Offerings are responsible for Account management, including access to the account by employees of such end users, Value Added Resellers and Distributors. Licensor shall not be liable for any loss that User might suffer through a third party's use of the Account; however, User may be held liable for losses incurred by Licensor or another party due to a third party using User's Account. User shall immediately notify Licensor of any known or suspected unauthorized use(s) of the Account, or any known or suspected breach of security on Veritas Alta View, including loss, theft, or unauthorized disclosure of User's password. User shall be responsible for maintaining the confidentiality of User's password. For the avoidance of doubt, nothing herein will preclude Licensor terminating an individual User's access to an Account, or, where appropriate, transferring access to an Account to another User nominated by User's company without seeking User's consent.
- d. User may not use Veritas Alta View in any manner that could damage, disable, overburden, or impair any Licensor server, or the network(s) connected to any Licensor server, or interfere with any other party's use and enjoyment of Veritas Alta View. User will not attempt to gain unauthorized access to Veritas Alta View, other accounts, computer systems or networks connected to any Licensor server through hacking, password mining or any other means. User may not obtain or attempt to obtain any materials or information through any means not intentionally made available through Veritas Alta View.
- e. User will comply with the Acceptable Use Policy at <https://www.veritas.com/company/legal/acceptable-use-policy>.

## 6. Indemnity

User hereby agrees to defend, indemnify and hold harmless Licensor, its successors and assigns, subsidiaries and affiliates and its respective employees, officers and directors, from and against all claims, suits and actions arising out of or relating to use of Veritas Alta View, including without limitation AI Assistance (as described in the Artificial Intelligence Assistance section below), by User; and User shall pay the costs of defense (including without limitation attorney fees) and the amount of any resulting adverse final judgment (or settlement to which User consents). No settlement or compromise shall be made by User that establishes any liability on the part of Licensor, except with Licensor's prior written consent and any such settlement or compromise shall include an unconditional release of Licensor from all liability arising out of such action.

## 7. Disclaimers

- a. UNDER NO CIRCUMSTANCES SHALL LICENSOR, ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS OR SUPPLIERS BE LIABLE AS A RESULT OF ANY CLAIMS ARISING OUT OF THIS AGREEMENT OR USER'S USE OF VERITAS ALTA VIEW FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, LOSS OF REVENUE, LOSS OF GOODWILL, LOSS OF USE, LOSS OF OR CORRUPTION OF DATA, OR LOSS OF OTHER ECONOMIC ADVANTAGE, EVEN IF LICENSOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, HOWEVER CAUSED AND REGARDLESS OF THE THEORY OF LIABILITY ON WHICH THE CLAIM IS BROUGHT. THE PARTIES AGREE THAT THIS IS A REASONABLE ALLOCATION OF RISK.
- b. VERITAS ALTA VIEW IS PROVIDED ON AN "AS IS" BASIS. EXCEPT AS OTHERWISE EXPRESSLY STATED IN THIS AGREEMENT, LICENSOR DOES NOT MAKE, AND EXPRESSLY DISCLAIMS, ANY AND ALL CONDITIONS, WARRANTIES, EXPRESS OR IMPLIED, WITH REGARD TO ANY AND ALL IMPLIED CONDITIONS OR WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON- INFRINGEMENT OR ABSENCE OF VIRUSES. WITHOUT LIMITING THE FOREGOING, LICENSOR MAKES NO REPRESENTATIONS, CONDITIONS OR WARRANTIES THAT: (i) THE USE OF VERITAS ALTA VIEW WILL BE UNINTERRUPTED, TIMELY, ERROR FREE OR SECURE; OR (ii) LICENSOR SHALL CONTINUE TO OPERATE VERITAS ALTA VIEW IN ITS CURRENT FORM OR AT ALL.
- c. USER ACKNOWLEDGES AND AGREES THAT USE OF VERITAS ALTA VIEW, INCLUDING ALL CONTENT, DATA, UPDATES OR SOFTWARE DISTRIBUTED BY, DOWNLOADED OR ACCESSED FROM OR THROUGH VERITAS ALTA VIEW, IS AT USER'S SOLE RISK. USER FURTHER ACKNOWLEDGES AND AGREES THAT USER WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO USER'S BUSINESS, COMPUTER SYSTEM OR LOSS OF DATA THAT RESULTS FROM THE DOWNLOAD OF SUCH CONTENT, DATA, UPDATES AND/OR SOFTWARE.

## 8. Communications Between Licensor and User

- a. From time to time, and in accordance with applicable law, Licensor may send to User's e-mail address, information about changes or additions to Veritas Alta View, or about any Licensor related products or services, such communication being subject to Licensor Privacy Notice, a copy of which can be accessed on the Licensor's website at <https://www.veritas.com/privacy>.
- b. User acknowledges and agrees that Licensor may, in providing Veritas Alta View to User and/or User's company, may share User's contact information to employees or administrators of User's company for the purposes of managing the User's company account and/or entitlements.

## 9. Artificial Intelligence Assistance

- a. Veritas Alta View may contain features and functionality that leverage the use of an artificial intelligence language model ("AI Assistance"), such as processing natural language queries in order to help provide support assistance or generate reports. In such instances, Veritas Alta View will inform User that AI Assistance is being provided. Use of AI Assistance is entirely at User's discretion and is not mandatory for the use of Veritas Alta View. Veritas may use

information submitted by User to improve Veritas' products and services.

b. Use of AI Assistance is subject to the following:

- i. User warrants that it has all rights necessary to any information User inputs into the AI Assistance.
- ii. User must use the AI Assistance for lawful, internal business purposes related strictly to the services provided to User under Veritas Alta View.
- iii. User is solely responsible for any reliance placed on AI Assistance or any output generated from it. AI Assistance may not function as intended and is not error free. Use of AI Assistance and any output generated from it is solely at User's own risk.
- iv. Without limiting the Disclaimers section of this Agreement, AI Assistance and any output generated from it are provided on an "as is" basis with no warranty of any kind, including without limitation any warranty around accuracy, completeness, or infringement of third-party rights. Veritas disclaims any liability for damages or losses resulting from User's use of, or reliance on, AI Assistance or output generated from it.
- v. Veritas reserves the right to block, suspend, or terminate AI Assistance, in its entirety or any portion thereof, or any output that would be generated from it at any time in its sole discretion.

## 10. Termination

Either party may terminate the use or access to Veritas Alta View at any time by notifying the other party in accordance with the notification requirements set forth in the Miscellaneous section below. Licensor also may terminate or suspend any and all access to Veritas Alta View immediately, without prior notice or liability, if User materially breaches any of the terms or conditions of this Agreement. Upon termination of User's Account, User's right to use Veritas Alta View and any Content immediately will cease. All provisions of this Agreement, which by their nature should survive termination, shall survive termination, including, without limitation, ownership provisions, disclaimers, limitations of liability.

## 11. Data Protection

In connection with Users use of Veritas Alta View, Veritas and Veritas' licensors, subcontractors, or agents on Veritas' behalf may collect, retain, disclose and use certain information including but not limited to personal data about You, Your devices or systems or Your software usage ("**Collected Data**"). Veritas use(s) such Collected Data to enable, optimize and provide Veritas Alta View and/or maintenance/support to User (and may engage third parties to do so as well) and to improve Veritas' products and services. Please refer to Veritas' Product Privacy Notices at <https://www.veritas.com/privacy> in order to understand how Collected Data is processed. Please note that the use of Veritas Alta View may be subject to data protection laws or regulations in certain jurisdictions ("**Privacy Laws**"). User is responsible for ensuring that Your use of Veritas Alta View, the processing and transfer of such Collected Data is in accordance with such Privacy Laws, including any applicable requirement to provide notice to data subjects of the use of Licensor as a data processor. User will have sole responsibility for the accuracy, quality, and legality of Collected Data and the means by which User acquired personal data and transferred personal data to Licensor. User specifically acknowledges and agrees that (i) its use of Veritas Alta View will not violate the rights of any data subject (including data subjects that have opted-out from the transfer or disclosure of



personal data) under Privacy Laws, and (ii) any instructions that it provides to Licensor in relation to the processing of Collected Data and User's processing of personal data using Veritas Alta View will comply with all Privacy Laws. User acknowledges that the Collected Data will be processed and accessible on a global basis by Veritas, its Affiliates, agents, and subcontractors. Veritas shall take appropriate technical and organizational measures against unauthorized or unlawful processing of, and against accidental loss or destruction of, or damage to, that personal data. Veritas may disclose the Collected Data as required or permitted by law or in response to a subpoena or other legal process. Veritas will process personal data in accordance with the Data Processing Terms and Conditions at <https://www.veritas.com/content/dam/Veritas/docs/policies/Veritas Data Processing Terms and Conditions and new SCCs.pdf> (as amended from time to time).

## 12. Miscellaneous

- a. The failure of either party to exercise in any respect any right provided for in this Agreement shall not be deemed a waiver of any further rights hereunder. Licensor shall not be liable for any failure to perform its obligations under this Agreement where such failure results from any cause beyond Licensor's reasonable control, including, without limitation, mechanical, electronic or communications failure or degradation (including "line-noise" interference).
- b. If any provision of this Agreement is found to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that this Agreement shall otherwise remain in full force and effect and enforceable. This Agreement is not assignable, transferable or sub-licensable by User except with Licensor's prior written consent.
- c. Use of Veritas Alta View and this Agreement shall be governed by and construed in accordance with the laws of the state of California, without regard to the conflict of laws provisions thereof. The sole jurisdiction and venue for actions related to the subject matter of this Agreement shall be the California state and U.S. federal courts having within their jurisdiction the location of Licensor's principal place of business.
- d. This Agreement is the complete and exclusive statement of the agreement between the parties regarding the subject matter hereof and supersedes any proposal or prior agreement, oral or written, and any other communications between the parties in relation to such subject matter.
- e. No agency, partnership, joint venture, or employment is created as a result of this Agreement and User does not have any authority of any kind to bind Licensor in any respect whatsoever.
- f. User may from time to time provide comments, suggestions, or enhancement requests ("**Feedback**") to Veritas related to Veritas Alta View. By providing such Feedback, User grants to Veritas, under User's intellectual property rights, a worldwide, perpetual, royalty-free, irrevocable, and non-exclusive license, with the right to sublicense to Veritas' licensees and customers, to use, make or have made, disclose, or distribute the Feedback in its products and services or any other manner Veritas chooses, without reference or obligation to User.
- g. User acknowledges and agrees that the Veritas Alta View and any related download or technology may be subject to applicable import/export controls and trade sanction laws, regulations, rules and licenses, and User is hereby notified of, and will comply with, the information published by Veritas on <http://www.veritas.com/legal/legal-notices>, or

successor website.

- h. All notices under this Agreement shall be in writing and shall be deemed to have been duly given when receipt is confirmed electronically, if transmitted by facsimile or e-mail or upon receipt, if sent by certified or registered mail. If sending to Licensor, send to Veritas Technologies LLC at its headquarters address provided on [veritas.com](https://www.veritas.com).
- i. Licensor may provide links to other World Wide Web sites or resources. Licensor does not control these sites and resources; accordingly, Licensor shall not be responsible for their availability, content, or delivery of any services. Access to such other World Wide Web sites or resources is at User's risk, Licensor provides the links to other World Wide Web sites or resources merely as a convenience and the inclusion of such links does not imply an endorsement.

## Appendix – Separately-Purchased Veritas Offerings

- 1. User may have purchased separate Veritas offering(s) that integrate with Veritas Alta View, such as Veritas Alta Recovery Vault. In such event, the terms that govern those purchased offering(s) are as between such separate agreement between User and Veritas, or as otherwise detailed at <https://www.veritas.com/company/legal/license-agreements>.
- 2. If User has purchased Veritas Alta View Reports Premium, use of this feature as part of Veritas Alta View is additionally governed by the terms of the applicable Hosted Services Agreement and Service Description detailed at <https://www.veritas.com/company/legal/license-agreements>. The terms of the applicable Service Description, the Veritas Hosted Services Terms, and these Veritas Alta User Agreement shall govern, in that order of precedence, in the event of any conflict by or among such documents solely with respect to the subject matter therein.

An offline copy of this User Agreement is available at [https://www.veritas.com/content/dam/Veritas/docs/policies/Veritas\\_Alta\\_View\\_User\\_Agreement.pdf](https://www.veritas.com/content/dam/Veritas/docs/policies/Veritas_Alta_View_User_Agreement.pdf).