



IRON MOUNTAIN®
SERVICE SPECIFIC TERMS AND CONDITIONS:
IRON MOUNTAIN GLOBAL RESEARCH SERVICE

The Iron Mountain Global Research Service (GRS) subscription is licensed for use by Customer under these Service Specific Terms and Conditions (“SSTC”) and the Framework Agreement for Managed Services (or Framework Amendment for Managed Services) between the Parties (“Agreement”), which is expressly incorporated into this SSTC. The Parties agree to be bound by the terms and conditions set forth in the Agreement and this SSTC as it relates to the Global Research Service. Capitalized terms used but not otherwise defined in this SSTC shall have the same meaning as set forth in the Agreement.

1. Definitions.

“**Legal Research Content**” shall mean Iron Mountain curated records and information management legal data related to various legal subjects and jurisdictions.

“**Governance Rules Content**” shall mean Iron Mountain curated records and information management content about rules and supporting information related to various record categories and jurisdictions.

“**Data Set**” shall mean the jurisdictions and legal subject areas or jurisdictions and document types that comprise the GRS subscription as defined in the applicable Schedule.

“**Policy Center Solution**” shall mean Iron Mountain’s Software-as-a-Service information management policy authoring and distribution platform.

“**Policy Center SSTC**” shall mean the Iron Mountain Policy Center Solution Service Specific Terms and Conditions pertaining to the Policy Center Solution.

“**Subscription**” shall mean one or more Data Sets as defined in a Schedule, and as further described in Section 2 herein.

“**Updates**” shall be defined as updates to the Legal Research Content or Governance Rules Content provided by Iron Mountain as part of the Subscription.

2. Scope of a Subscription.

2.1. Scope of Subscription. Iron Mountain will provide the Legal Research Content and/or Governance Rules Content for the Data Sets related to the records and information management requirements of the Customer as set forth in the Schedule.

2.2. Source of Data. All Subscriptions subject to this SSTC, and any Updates related thereto, or to any Schedule related thereto will be provided by Iron Mountain or a content partner designated by Iron Mountain, in its sole discretion. Iron Mountain warrants and undertakes that for each jurisdiction included in Customer’s Subscription, the legal information provided by Iron Mountain shall be obtained from, or reviewed and approved by, appropriately skilled attorneys trained on the best practices of legal research, whether such attorneys are employees of Iron Mountain or a content partner designated by Iron Mountain.

2.3. Operating Platform. The Subscription and related Data Sets are designed to operate within the Policy Center Solution, which shall be governed by additional terms and conditions set forth in the Policy Center SSTC.

2.4. Delivery of a Subscription. Iron Mountain will deliver the Subscription to Customer as set forth in the applicable Schedule either via secure Internet connection via the Policy Center Solution, or in a digital file at no additional cost until the expiration hereof.

2.5. Updates and Revisions. At least once per 360 day period and otherwise from time to time in its sole discretion, or within a reasonable time upon request from Customer, but no more than two (2) requests per calendar year, Iron Mountain will provide Customer with Updates to maintain currency of the Legal Research Content and Governance Rules Content for the Data Sets. In the event that Customer notifies Iron

Mountain in writing, or Iron Mountain becomes aware of an error or omission in the content comprising the Subscription, Iron Mountain shall within a reasonable time period provide Customer with an Update correcting such error or omission and include any omitted or corrected content in the Subscription going forward.

2.6. Language. All fields in the subscription content are provided in US English. Related legal citation text will be delivered in its local language. English translations will be provided on a best efforts basis, in Iron Mountain's sole discretion.

2.7. Terms of Use. Iron Mountain grants to Customer and its affiliates, including its and their respective employees and contractors ("Customer Group"), the worldwide right and permission to access, use, and display the information and material provided to Customer in connection with the Data Sets for Customer Group's internal use for the term of the applicable Schedule. Internal use excludes the transfer (except to affiliates), sale or commercial use of the Data Sets.

2.8. Legal Advice Disclaimer. Customer understands and acknowledges that the Services performed by Iron Mountain under the Agreement do not constitute legal advice and are not provided as part of the practice of law. The Subscription and related Legal Research Content and/or Governance Rules Content provided by Iron Mountain under the Agreement are intended to provide the Customer with information to inform decisions regarding its information management requirements. As used in this Section, "legal advice" shall mean any written or oral statement that constitutes advice, opinion, explanation or interpretation of any aspect of the law, court rules, or court procedures or recommends a specific course of action to a user in the user's specific factual circumstances. Customer in its sole discretion with assistance of counsel shall determine whether the use of the Subscription and related Legal Research Content and/or Governance Rules Content are sufficient for the legal purpose for which they are intended. For the avoidance of doubt, use of the Subscription and related Legal Research Content and/or Governance Rules Content does not create an attorney client relationship between Iron Mountain and Customer.

3. **Pricing**

3.1. Pricing. Pricing for the Subscription shall be as set forth in the Schedule.

3.2. Payment Policy. All invoicing terms shall be set forth in a Schedule. All other terms and conditions governing the payment of fees, including, without limitation, any late payment provisions, are set forth in the Agreement.