Last Updated: October 8th, 2026

Self-Hosted Addendum

This Self-Hosted Addendum ("**Self-Hosted Addendum**") applies to all self-hosted Software Services used by Customer and is in addition to and incorporated into the Agreement by reference. Capitalized terms have the meaning given to them in **Section 10** (Definitions) or, where not defined in this Self-Hosted Addendum, in the Airia Service Terms at https://trust.airia.com/resources. To the extent this Self-Hosted Addendum conflicts with any other part of the Agreement, this Self-Hosted Addendum shall control. Otherwise, this Self-Hosted Addendum is a supplement to the Agreement and all non-conflicting language in the Agreement is unaffected and applies to this Self-Hosted Addendum. The deployment model applicable to Customer (On-Premises Environment, Private Cloud Environment or Cloud Prem Environment) shall be specified on the Order Form.

1. **Use of and Restrictions on Software Services**.

   1.1. Grant. Airia grants Customer a limited, non-exclusive, non-transferable, non-distributable, non-sublicensable, and revocable right to install and use the Software Services listed on an Order Form for the Subscription Term solely for Customer's and its Affiliates' business purposes and in accordance with the Agreement. Customer is prohibited from using the Software Services for any purpose that is not expressly permitted under the Agreement. The Software Services shall be accessed and deployed in only 1 Environment unless otherwise stated on an Order Form.

   1.2. Customer Systems. Customer acknowledges that Customer's use of the Software Services is dependent upon Customer's Third-Party Services (including internet and cloud infrastructure services) and its internal networks, hardware, software, cloud accounts, configurations and IT systems ("**Customer Systems**") being compatible with the Airia Services as referenced in the Documentation. Customer is solely responsible for acquiring and maintaining the Customer Systems required to install, operate and use the Software Services, including any infrastructure, third-party cloud provider, and other costs related to the foregoing. Airia will not be responsible for any loss or corruption of data, lost communications, downtime or any other loss or damage of any kind arising from Customer Systems. Airia reserves the right to object to the Software Services being used on Customer Systems. For Cloud Prem Environments, Customer shall provide Airia with the access (including remote access), credentials, and network connectivity to the Environment reasonably necessary for Airia to perform its obligations under this Self-Hosted Addendum, including the deployment of Updates and, where applicable, the provision of Support Services.

   1.3. Open Source. The Software Services may use various open-source software for certain components. Airia will use commercially reasonable efforts to ensure that distributions of the Software Services by Airia to Customer shall include all open-source licenses therein. Customer acknowledges that it is subject to all open-source licenses in the Software Services and agrees to all applicable terms and conditions.

   1.4. Testing. Customer may only perform security testing on the Software Services (i.e., penetration testing, vulnerability scans, etc.) upon entering into a written agreement with Airia that governs such testing.

2. **Implementation**. All Professional Services related to the installation, deployment and implementation of the Software Services shall be described in a SOW.

3. **Updates.**

   3.1. For On-Premises Environments and Private Cloud Environments, Customer is solely responsible for implementing any Updates to the Software Services and must implement all Updates within 30 days of the Update being made available. Airia shall provide Customer with written notice (electronic written notice acceptable) when an Update is made available.

   3.2. For Cloud Prem Environments, Airia shall be responsible for deploying Updates, subject to the terms of this **Section 3.2**. Airia shall provide Customer with reasonable advance notice (electronic written notice acceptable) of scheduled Updates, except that Airia may deploy critical security patches on an expedited basis with such notice as is reasonably practicable under the circumstances. Customer shall:

Copyright © Airia LLC 2026

(a) provide Airia with the access, credentials, network connectivity, and cooperation reasonably necessary for Airia to deploy Updates in the Environment;

(b) maintain the Environment in a state that permits Updates to be deployed (including maintaining supported versions of underlying infrastructure, operating systems, and dependencies as set forth in the Documentation); and

(c) not refuse, delay, or interfere with the deployment of Updates except for a reasonable change-management window agreed by the Parties.

4. **DISCLAIMER**. AIRIA SHALL NOT BE LIABLE UNDER THE AGREEMENT TO THE EXTENT THE LIABILITY ARISES FROM CUSTOMER'S FAILURE TO (A) TIMELY IMPLEMENT UPDATES IN AN ON-PREMISES ENVIRONMENT OR PRIVATE CLOUD ENVIRONMENT; (B) PERMIT THE TIMELY DEPLOYMENT OF UPDATES IN A CLOUD PREM ENVIRONMENT; (C) OPERATE AN ENVIRONMENT THAT MEETS THE REQUIREMENTS SET FORTH IN THE DOCUMENTATION; OR (D) OTHERWISE PERFORM ITS OBLIGATIONS OR RESPONSIBILITIES UNDER THIS SELF-HOSTED ADDENDUM.

5. **Termination**. Upon termination or expiration of the Agreement, all rights and grants given by Airia will expire. Customer must destroy Airia's Confidential Information and remove and uninstall the Software Services from all Environments within 30 days from such termination or expiration and destroy all copies thereof. For Cloud Prem Environments, Airia shall, upon Customer's request and with Customer's cooperation, assist with the removal and uninstallation of the Software Services from the Environment (with such assistance being provided at Airia's then prevailing Professional Services fees). Upon request, Customer must provide confirmation to Airia that these tasks have been completed. Airia shall have no obligation to export or make any copies of Content. The Retrieval Period under Section 2.4 of the Terms shall not apply to Content stored in any Environment.

6. **Payment**. Unless otherwise agreed to by Airia in writing, Customer shall be responsible for paying all Third-Party Services providers and Consumption Fees directly. The Payment Services may not be available to Customer. If an Audit (defined below) reveals any unauthorized use or underpayment of amounts payable to Airia under the Agreement, Customer will promptly remit the full amount to Airia.

7. **Audit**. Upon Airia's written request, which shall be no more than once annually (unless Customer materially breaches the Agreement), Customer agrees that Airia may require Customer to provide Airia with:

   (a) a signed statement: (i) verifying that the Software Services and Documentation are being used in accordance with the Agreement; and (ii) confirming that Customer is only running the agreed upon number of Environment(s) of the Software Services; or

   (b) reasonable access (either physical or virtual) to enable Airia to verify Customer's compliance with the Agreement ("**Audit**"), in which event, Airia may only conduct the Audit during Customer's normal business hours.

8. **Shared Responsibility**. The Parties acknowledge that the self-hosted deployment model allocates responsibility for security and operations between the Parties as follows:

   (a) Airia is responsible for: (i) the security of the Software Services as delivered to Customer, including secure development practices and vulnerability remediation through Updates; and (ii) for Cloud Prem Environments only, the deployment of Updates in the Environment in accordance with **Section 3.2**.

   (b) Customer is solely responsible for the security and operation of the Environment and Customer Systems, including: (i) physical and network security; (ii) identity and access management, authentication, and authorization controls; (iii) encryption configuration and key management; (iv) logging, monitoring, threat detection, and incident response within the Environment; (v) backups, disaster recovery, and business continuity; and (vi) for On-Premises Environments and Private Cloud Environments, timely implementation of Updates in accordance with **Section 3.1**, and for Cloud Prem Environments, providing the access, cooperation, and Environment readiness necessary for Airia to deploy Updates in accordance with **Section 3.2**.

   (c) Notwithstanding anything in the Agreement to the contrary (including Section 5.4 of the Terms), Airia's security obligations shall not extend to any matter within Customer's responsibility under **Section 1.2 or Section 8(b)** of this Self-Hosted Addendum.

9. **Data Protection**. The Parties acknowledge that, in the self-hosted deployment model, Content (including any

Copyright © Airia LLC 2026

Personal Information, as defined in the DPA) is stored, processed, and controlled within Customer's Environment, and Airia does not host such Content in the ordinary course of providing the Software Services. Accordingly:

(a) Customer is the Controller and (where applicable) Processor (each as defined in the DPA) of Personal Information processed within the Environment, and is solely responsible for compliance with all Applicable Data Protection Laws (as defined in the DPA) in respect of such processing, including responding to Data Subject requests, providing notices, obtaining consents, conducting data protection impact assessments, and notifying regulators or Data Subjects of any security incident affecting the Environment.

(b) The DPA shall apply only to the extent Airia accesses or processes Personal Information on Customer's behalf, including in connection with Support Services, Professional Services, the deployment or operation of Updates in a Cloud Prem Environment, telemetry, or diagnostic data provided to Airia. The Parties agree that any such processing is limited in scope and incidental to the self-hosted deployment.

(c) Section 2.5 (EU Data Act) of the Terms shall not apply to any self-hosted deployment.

10. Definitions.

"**Cloud Prem Environment**" an Environment deployed in a cloud tenant operated by a third party for Customer, where Customer provides access to Airia for management and configuration of the Environment and the deployment of Updates.

"**Environment**" 1 production deployment of the Software Services on infrastructure provided and controlled by Customer (whether an On-Premises Environment, Private Cloud Environment or Cloud Prem Environment) and approved by Airia.

"**On-Premises Environment**" an Environment deployed on physical or virtual infrastructure operated by Customer in Customer's own data center or facilities.

"**Private Cloud Environment**" an Environment deployed in a cloud tenant operated by a third party for Customer, where Customer is responsible for the management and configuration of the Environment and deployment of Updates.

"**Software Services**" the self-hosted version of the Airia software platform (including APIs, applications, AI Components, and Updates) listed on an Order Form and made available by Airia.

"**Updates**" any new features, patches, and fixes of the Software Services released by Airia and either made available to Customer to implement or deployed by Airia.

Copyright © Airia LLC 2026