



BOARD OF SUPERVISORS AGENDA ITEM REPORT (BOSAIR)

All fields are required. Enter N/A if not applicable. For number fields, enter 0 if not applicable.

Record Number: SC PO SC240001726

Award Type: Contract

Is a Board Meeting Date Requested? Yes

Requested Board Meeting Date: 03/03/2026

Signature Only:

NO

Procurement Director Award / Delegated Award: • N/A

Supplier / Customer / Grantor / Subrecipient: Carahsoft Technology Corp.

Project Title / Description: Computer Software and Related Items

Purpose: Amendment of Award: Supplier Contract No. SC2400001726, Amendment No. 13, to incorporate the Qlik Customer Agreement and the Qlik Subscription and Services Terms for Qlik software and related services. This contract is expected to require future amendments to incorporate additional third-party terms and conditions. The Board of Supervisors is requested to authorize the Procurement Director to execute such amendments, provided they do not alter the scope of the contract or exceed the annual monetary commitment of the original Board award or any previously approved amendment. Administering Department: Information Technology.

Procurement Method: Other

Insert additional Procurement Method info, if applicable: Pursuant to Pima County Procurement Code 11.24.010, Cooperative procurement authorized, on 11/21/2023, the Board of Supervisors approved an award of contract, utilizing State of Arizona Contract CTR046098, for an initial term effective 11/21/2023 to 12/31/2023 in the annual award amount of \$2,000,000.00 with three (3) one-year renewal options.

On 03/11/24, the Procurement Director approved Amendment No. 01, which extended the termination date to 03/31/2024. No additional funds required.

On 04/04/24, the Procurement Director approved Amendment No. 02, which extended the termination date to 06/30/2024. No additional funds required.

On 08/13/24, the Board of Supervisors approved Amendment No. 03, which extended the termination date to 09/30/2024, and incorporated the Snowflake Terms and Conditions for Snowflake software and related services. No additional funds

required.

On 09/26/24, the Procurement Director approved Amendment No. 04, which extended the termination date to 03/31/2025. No additional funds required.

On 12/03/24, the Board of Supervisors approved Amendment No. 05, which added a one-time increase in the amount of \$365,000.00 for a cumulative not-to-exceed contract amount of \$2,365,000.00, and added the Heat Injury and Illness Prevention and Safety Plan language to the contract, pursuant to Pima County Procurement Code 11.40.030.

On 02/18/25, the Board of Supervisors approved Amendment No. 06, which added a one-time increase in the amount of \$1,750,000.00 for a cumulative not-to-exceed contract amount of \$4,115,000.00.

On 03/18/25, the Board of Supervisors approved Amendment No. 07, which incorporated the Procore Terms and Conditions for Procore software and related services. No additional funds required.

On 5/20/25, the Board of Supervisors approved Amendment No. 08, which extended the termination date to 07/31/2025 and added a one-time increase in the amount of \$875,000.00 for a cumulative not-to-exceed contract amount of \$4,990,000.00.

On 6/17/25, the Board of Supervisors approved Amendment No. 09, which incorporated the Mango Technologies DBA ClickUp Terms and Conditions for ClickUp software and related services and added a one-time increase in the amount of \$74,000.00 for a cumulative not-to-exceed contract amount of \$5,064,000.00

On 6/17/25, the Board of Supervisors approved Amendment No. 10, which incorporated the Bentley Select Program Terms and Conditions for Bentley Systems Inc. software and related services. No additional funds required.

On 08/18/25 the Board of Supervisors approval Amendment No. 11, which extended the term of the contract commencing on 08/01/25 and terminating on 01/31/26 and increased the not-to-exceed contract amount by \$2,900,000.00 for a cumulative not-to-exceed contract amount of \$7,964,000.00.

On 02/03/26 the Board of Supervisors approved Amendment No. 12, which extended the term of the contract commencing on 02/01/26 and terminating on 09/15/26 and is for a one-time increase in the amount of \$50,000.00 for a cumulative not-to-exceed contract amount of \$8,014,000.00.

PRCUID: 504704

Attachment: Contract Amendment No. 13.

Program Goals/Predicted Outcomes:	Expand the Pima County Information Technology Department's (ITD) ability to fulfill the Countywide software and related needs by the addition of an additional software reseller source.
Public Benefit and Impact:	Permitting ITD to source software needs from multiple resellers allows ITD to obtain multiple price quotes and ensure third party software terms comply with Arizona Statutory requirements.
Budget Pillar	<ul style="list-style-type: none">• Core functions & excellent service
Support of Prosperity Initiative:	<ul style="list-style-type: none">• N/A
Provide information that explains	N/A

how this activity supports the selected Prosperity Initiatives

Metrics Available to Measure Performance:

Continuity and consistency of business operations. ITD will require quotes from all vendors to obtain the best possible pricing and more efficient purchasing timelines.

Retroactive:

NO

Amendment / Revised Award Information

Record Number: SC PO SC240001726

Document Type:

SC

Department Code:

PO

Contract Number:

SC240001726

Amendment Number:

13

Commencement Date:

03/03/2026

Termination Date:

09/15/2026

Is the Termination Date new?

NO

Classification:

Expense

Adjust Level:

No change

Prior Contract Number (If Applicable):

MA-PO-24-078

Amount This Amendment:

\$0.00

Funding Source(s) required:

General Fund
Internal Service - IT Enterprise Software Licensing

Funding from General Fund?

YES

If Yes Provide Total General Funds:

\$10.00

Percent General Funds

0

Contract is fully or partially funded with Federal Funds?

NO

Department:

Procurement

Name: Dawn Dargan

Telephone: 520-724-9071

Add GMI Department Signatures

No

Division Manager/Procurement Officer Signature: Ana Wilber Digitally signed by Ana Wilber
Date: 2026.02.10 14:27:13 -07'00' Date: _____

Procurement Director Signature: Bruce D Collins Digitally signed by Bruce D Collins
Date: 2026.02.10 17:41:45 -07'00' Date: _____

Department Director Signature: Javier Baca Digitally signed by Javier Baca
Date: _____

Deputy County Administrator Signature:  Date: 2-12-2026

County Administrator Signature: _____ Date: 2/12/2026

Pima County Procurement Department

Administering Department: Information Technology

Project: Computer Software and Related Items

Contractor: Carahsoft Technology Corp.
11493 Sunset Hill Road, Suite 100
Reston, VA 20190

Contract No: SC2400001726

Contract Amendment No.: 13

Original Contract Term	11/21/2023 – 12/31/2023	Original Contract Amount:	\$	2,000,000.00
Prior Termination Date	9/15/2026	Prior Amendments Amount:	\$	6,014,000.00
New Termination Date	N/A	This Amendment Amount:	\$	0.00
		Revised Total Amount:	\$	8,014,000.00

CONTRACT AMENDMENT

1. Parties, Background and Purpose.

1.1. Background.

On November 21, 2023, County and Contractor entered into the above referenced agreement to provide software and software services that are available through Contractor’s catalog.

1.2. The Contract incorporates State of Arizona Contract CTR046098, which has been extended through September 15, 2026.

1.3. Purpose.

County is amending the Contract to incorporate the third-party terms and conditions required to use certain software purchased under this Contract.

2. Qlik Terms and Conditions. This Amendment incorporates Exhibit F: Carahsoft Quote # 62054995 (3 pages) and Exhibit G: Qlik Customer Agreement and Qlik Subscription and Services Terms (“Qlik Terms & Conditions”) (35 pages) into the Contract. The terms apply only to the Qlik software and services referenced in Exhibit F. In the event of conflicting terms between the Qlik Terms & Conditions and the Contract, the terms of the Contract shall prevail.

3. Third-Party Beneficiary. Per Section 4 of the Contract, Qliktech, Inc. (“Qlik”) is considered a Third-Party Beneficiary and not a direct party to the Contract.

SIGNATURE PAGE TO FOLLOW

IN WITNESS WHEREOF, the parties have approved this Amendment and agree to be bound by the terms and conditions of the Contract on the dates written below.

All other provisions of the Contract not specifically changed by this Amendment remain in effect and are binding upon the parties.

Pima County

Carahsoft Technology Corp.

Chair, Board of Supervisors

Kevin Dyer

Authorized Officer Signature

Date

2/6/2025

Date

ATTEST

Clerk of the Board

Date

Pima County Attorney's Office – As To Form

AD

Andrew Donnellan, Deputy County Attorney

1/30/2026

Date



TO: Jon Carpenter
Analytics Developer/Engineer
Pima County
1313 S MISSION RD
Bldg 27-S
Tucson, AZ 85713-1312 USA

FROM: Amy Brown
Carahsoft Technology Corp.
11493 Sunset Hills Road
Suite 100
Reston, Virginia 20190

EMAIL: jon.carpenter@pima.gov

EMAIL: Amy.Brown@carahsoft.com

PHONE: (520) 724-9947

PHONE: (571) 591-6144

TERMS: Contract Number: CTR046098
NASPO Master Contract Number: AR2472
Contract Term: 09/27/2019 to 09/15/2026
Shipping Point: FOB Destination
Credit Cards: VISA/MasterCard/AMEX
Remit To: Same as Above
Payment Terms: Net 30 (On Approved Credit)
Sales Tax May Apply

QUOTE NO: 62054995
QUOTE DATE: 01/14/2026
QUOTE EXPIRES: 02/09/2026
RFQ NO:
SHIPPING: ESD
TOTAL PRICE: \$1,396,019.36
AZ Tax \$121,453.68

TOTAL QUOTE: \$1,517,473.04

GOVERNMENT - PRICE QUOTATION

CARASOFT TECHNOLOGY CORP



11493 SUNSET HILLS ROAD | SUITE 100 | RESTON, VIRGINIA 20190
 PHONE (703) 871-8500 | FAX (703) 871-8505 | TOLL FREE (888) 66CARAH
 WWW.CARASOFT.COM | SALES@CARASOFT.COM



LINE NO.	PART NO.	DESCRIPTION	LIST PRICE	QUOTE PRICE	COOP	QTY	EXTENDED PRICE
4	Q511012-491	Qlik Talend Cloud Enterprise Data Volume 750 GB Charge Type: Renewable Category: SaaS Unit: Band Qlik - Q511012 Start Date: 02/10/2026 End Date: 02/09/2027	\$67,197.60	\$65,853.64	COOP	2	\$131,707.28
5	Q511013-491	Qlik Talend Cloud Enterprise 6000 Executions/250 Job Hours Charge Type: Renewable Category: SaaS Unit: Band Qlik - Q511013 Start Date: 02/10/2026 End Date: 02/09/2027	\$67,197.60	\$65,853.64	COOP	2	\$131,707.28
6	Q5110010-491	Qlik Talend Cloud Enterprise 3rd Party Data Transformation 750 GB Charge Type: Renewable Category: SaaS Unit: Pack Qlik - Q5110010 Start Date: 02/10/2026 End Date: 02/09/2027	\$11,199.60	\$10,975.60	COOP	2	\$21,951.20
7	Q511012B-491	Qlik Talend Cloud Enterprise Bundle Included Data Volume 750 GB Charge Type: Renewable Category: SaaS Unit: Band Qlik - Q511012B Start Date: 02/10/2026 End Date: 02/09/2027	\$54,000.00	\$52,920.00	COOP	1	\$52,920.00
8	Q511013B-491	Qlik Talend Cloud Enterprise Bundle Included 6000 Executions/250 Job Hours Charge Type: Renewable Category: SaaS Unit: Band Qlik - Q511013B Start Date: 02/10/2026 End Date: 02/09/2027	\$54,000.00	\$52,920.00	COOP	1	\$52,920.00
9	Q511014B-491	Qlik Talend Cloud Enterprise Bundle Included 3rd Party Data Transformation 750 GB Charge Type: Renewable Category: SaaS Unit: Pack Qlik - Q511014B Start Date: 02/10/2026 End Date: 02/09/2027	\$0.00	\$0.00	COOP	1	\$0.00

GOVERNMENT - PRICE QUOTATION

CARAHSOFT TECHNOLOGY CORP



11493 SUNSET HILLS ROAD | SUITE 100 | RESTON, VIRGINIA 20190
 PHONE (703) 871-8500 | FAX (703) 871-8505 | TOLL FREE (888) 66CARAH
 WWW.CARAHSOFT.COM | SALES@CARAHSOFT.COM



LINE NO.	PART NO.	DESCRIPTION	LIST PRICE	QUOTE PRICE	COOP	QTY	EXTENDED PRICE
10	Q501031-491	Qlik Cloud Analytics Enterprise (250 GB Data Pack) Charge Type: Renewable Category: SaaS Unit: Data Pack Qlik - Q501031 Start Date: 02/10/2026 End Date: 02/09/2027	\$156,000.00	\$152,880.00		4	\$611,520.00
11	SIGELITEDI-491	QDI Signature Success Elite Charge Type: Renewable Category: Services Unit: Package Qlik - SIGELITEDI Start Date: 02/10/2026 End Date: 02/09/2027	\$340,000.00	\$333,200.00		1	\$333,200.00
RENEWAL SUBTOTAL:							\$1,335,925.76
SUBTOTAL:							\$1,396,019.36
TOTAL PRICE:							\$1,396,019.36
AZ Tax							\$121,453.68
TOTAL QUOTE:							\$1,517,473.04



QLIK® CUSTOMER AGREEMENT

IMPORTANT: BY CHECKING THE ACCEPTANCE BOX OR DOWNLOADING, INSTALLING, ACCESSING OR USING QLIK PRODUCTS OR SERVICES, YOU ACCEPT AND AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU ACCEPT THESE TERMS ON BEHALF OF ANY EMPLOYER OR BUSINESS ENTITY, SUCH ENTITY IS DEEMED THE CUSTOMER HEREUNDER AND YOU REPRESENT AND WARRANT THAT YOU ARE AUTHORIZED TO LEGALLY BIND SUCH ENTITY TO THIS AGREEMENT.

1. Agreement

This Agreement is between Customer and the Qlik entity identified on an Order Form or in Table 1 to this Agreement (“Qlik”) and governs Customer’s access or use of all Qlik Products and Services.

2. Definitions

Unless defined elsewhere in this Agreement, the capitalized terms utilized in this Agreement are defined below:

2.1. “Agreement” means this Qlik Customer Agreement, each addendum attached, and any Order Form(s) between Qlik and Customer for the provision of Qlik Products or Services.

2.2. “Authorized Reseller” means a reseller, distributor or other third party authorized by Qlik to sell Qlik Products or Services.

2.3. “Authorized User” means (a) in the case of an individual accepting this Agreement on such individual’s own behalf, such individual; or (b) an individual authorized by Customer to use the Qlik Products or Services for Customer’s business purposes in accordance with the terms and conditions of this Agreement, and to whom Customer has supplied user credentials or user access. Authorized Users may include employees, consultants, contractors and agents of Customer, and, if permitted in the Documentation, third parties with which Customer transacts business.

2.4. “Confidential Information” means non-public information that is disclosed by or on behalf of a Party under or in relation to this Agreement that is identified as confidential at the time of disclosure or should be reasonably understood to be confidential or proprietary due to the nature of the information and/or the circumstances surrounding its disclosure. Confidential Information does not include information which, and solely to the extent it: (i) is generally available to the public other than as a result of a disclosure by the receiving Party or any of its representatives; (ii) was known or becomes known to the receiving Party from a source other than disclosing Party or its representatives without having violated any confidentiality agreement of the disclosing Party; (iii) is independently developed by the receiving Party without the use or reference to the disclosing Party’s Confidential Information; or (iv) was disclosed by the disclosing Party to a third party without an obligation of confidence.

2.5. “Consulting Services” means any consulting services for Qlik Products performed by Qlik for Customer under the terms of this Agreement.

2.6. “Content” means information, data, materials, media or other content provided by or on behalf of Customer and/or its Authorized Users for use with Qlik Products or Services, including data from third party applications enabled by Customer or an Authorized User.

2.7. “Customer” means: (i) an individual or entity that has entered into this Agreement by electronically accepting the terms or downloading, installing, accessing or using the Qlik Products or Services; or (ii) where an Order Form has been executed, the entity identified on the Order Form.

2.8. “Delivery Date” means the date on which access to the Qlik Products is initially made available (via download or otherwise) to

Customer or to the Authorized Reseller as applicable, which date may be specified in an Order Form.

2.9. “Documentation” means the then-current technical and user documentation for the Qlik Products, including the applicable product descriptions available at www.qlik.com/product-terms.

2.10. “Education Services” means any training or education services performed by Qlik for Customer, including educational content provided by Qlik online or by an instructor, under the terms of this Agreement.

2.11. “Export Control Laws” means export control laws and regulations of the U.S., E.U., and other foreign governments, as well as regulations and sanctions declared by such governments, including the U.S. Department of the Treasury Office of Foreign Assets Control, the U.S. Department of Commerce, the Council of the E.U. and their counterparts under applicable law, including all end user, end use and destination restrictions.

2.12. “IP Claim” means a claim brought by a third party alleging that the Qlik Products, as delivered by Qlik and used as authorized under this Agreement, infringes upon any third-party copyright, trademark or a patent.

2.13. “Order Form” means an order form, statement of work or other written document pursuant to which Customer orders Qlik Products or Services and is accepted by both Parties.

2.14. “Party” or **“Parties”** means Qlik and Customer, individually and collectively, as the case may be.

2.15. “Qlik Acceptable Use Policy” means Qlik’s then current version of the Qlik Cloud Acceptable Use Policy located at www.qlik.com/product-terms.

2.16. “Qlik Cloud” means any subscription-based, SaaS solution provided and managed by Qlik or its affiliate.

2.17. “Qlik Marks” means Qlik’s trademarks, service marks, trade names, logos, and designs, whether or not specifically recognized, registered or perfected, including without limitation, those listed on Qlik’s website and on the Qlik Products.

2.18. “Qlik Products” means the Software and Qlik Cloud offerings provided by Qlik and its affiliates to Customer (including any software client that must be downloaded and installed to use Qlik Cloud). Qlik Products do not include early release, beta versions or technical previews of product offerings.

2.19. “Services” means any Consulting Services and Education Services performed by Qlik for Customer under the terms of this Agreement. Services do not include Support.

2.20. “Software” means the generally available release of Qlik software made available under this Agreement, in object code form, as initially provided or made available to Customer, as well as updates to the software that Qlik elects to make available at

no additional charge to all of its customers that subscribe to Support for the software.

2.21. "Support" means Customer technical support, including access to updates for the Qlik Products, which are provided by Qlik or its affiliates to Customer as part of a paid subscription or support contract.

3. Customer Rights and Responsibilities

3.1. Qlik Products. Subject to and conditioned upon Customer's compliance with the terms and conditions of this Agreement, Qlik grants to Customer a limited, non-exclusive, non-transferable and non-sublicensable right to access and use the Qlik Products solely for Customer's internal business operations, provided any use of Qlik Products shall be: (i) in accordance with the Documentation and this Agreement; and (ii) for the scope, term and quantity limits purchased.

3.2. Support. Qlik shall provide Support for Qlik Cloud subscriptions in accordance with Qlik's then-current Service Level Agreement. Qlik shall provide Support for Software subscriptions in accordance with Qlik's then-current Support Policy. The applicable Support terms are available at www.qlik.com/product-terms.

3.3. Services. Qlik may provide Consulting Services or Education Services to Customer pursuant to this Agreement, any applicable product descriptions (available at www.qlik.com/product-terms) and any applicable Order Form.

3.4. Use Restrictions. Customer will not, nor permit or authorize anyone to:

3.4.1. distribute, convey, lend, lease, share, sell, transfer, sublicense, rent, or time share any of the Qlik Products, or any of its components or product keys, or permit third parties to download or install any Software;

3.4.2. copy, decompile, disassemble or reverse engineer or otherwise attempt to extract or derive the source code or any methods, algorithms or procedures from the Qlik Products, except as otherwise expressly permitted by applicable law, or modify, adapt, translate or create derivative works based upon the Qlik Products;

3.4.3. alter or circumvent any product, key or license restrictions, or transfer or reassign a named user license or entitlement, in such a manner that enables Customer to exceed purchased quantities, defeat any use restrictions, or allows multiple users to share such entitlement to exceed purchased quantities;

3.4.4. use, offer, embed, sell, or otherwise exploit the Qlik Products in any managed service provider (MSP) offering; independent software vendor (ISV) offering; OEM Offering, platform as a service or integration platform as a service (PaaS or iPaaS) offering; service bureau; or other similar product or offering, including offering standalone Qlik Products as a hosted service. "**OEM Offering**" refers to Customer's use of Qlik Products to add capabilities or features to a commercial product or service for sale to a third party;

3.4.5. use the Qlik Products if Customer is a competitor, or use the Qlik Products in any manner that competes with Qlik or for any purpose that is to Qlik's detriment, including benchmarking, collecting and publishing data or analysis relating to the performance of the Qlik Products, or developing or marketing a product that is competitive with any Qlik Product or Service;

3.4.6. use the Qlik Products in any manner or for any purpose that infringes, misappropriates or otherwise violates any intellectual property right or other right of any third party or that violates any applicable law;

3.4.7. interfere with or disrupt the integrity, operation, or performance of the Qlik Products or interfere with the use or enjoyment of it by others, including bypassing or breaching any security device or protection used for or contained in the Qlik Products; or

3.4.8. use the Qlik Products (including any software client that must be downloaded and installed to use Qlik Cloud), Documentation or Services for any purpose or application not expressly permitted by this Agreement and the applicable Documentation.

3.5. Qlik Marks. Customer may not remove or obscure any Qlik Marks or other copyright, trademark or other proprietary notice displayed or included in the Qlik Products.

3.6. Use. Customer shall ensure that use of Qlik Products and Services is at all times compliant with this Agreement, the Qlik Acceptable Use Policy, and all applicable laws, including any Export Control Laws. Customer is solely responsible for compliance relating to the manner and purpose in which it chooses to use Qlik Products, including the use, transfer and processing of Content, and any industry specific requirements to which Customer may be subject. Any legal or regulatory compliance obligations of Customer shall remain Customer's sole responsibility, and nothing herein is intended to shift such burden from Customer to Qlik. For the avoidance of doubt, the Qlik Products and Services are not intended to serve as a substitute for, or method of, compliance with any legal or compliance obligations to which Customer may be subject, and under no circumstances shall Qlik have any liability to Customer arising from Customer's non-compliance with such obligations.

3.7. Access. Customer is solely and directly responsible and liable (a) for maintaining the security of all keys, user IDs, passwords and other credentials, as well as for the assignment and deactivation of user credentials; (b) for all acts and omissions taken by its Authorized Users or under any of its keys or credentials; (c) to promptly notify Qlik of any unauthorized use or access and take all steps necessary to terminate such unauthorized use or access. Customer will provide Qlik with such cooperation and assistance related to any unauthorized use or access as Qlik may reasonably request.

3.8. Content. Customer acknowledges and agrees that it has the sole responsibility: (i) to administer user access to Qlik Products and the Content, (ii) for the input and administration of Content by an Authorized User for use with Qlik Products, including deletion of Content prior to expiration or termination of the subscription, (iii) to ensure Qlik has all rights necessary to host, store, adapt or integrate such Content as required to provide Qlik Products, and (iv) for maintaining Content on the systems from which they are sourced and maintaining backup copies of Content. Customer hereby represents and warrants on behalf of itself and its Authorized Users that it has all of the rights in the Content necessary for the use, display, publishing, sharing and distribution of the Content and that such use of the Content under this Agreement does not violate any third-party rights, legal obligations, laws, or this Agreement.

3.9. Payment. Customer shall pay any fees due in accordance with the payment terms set forth in the Order Form. Payments are non-cancelable, non-refundable and non-creditable with no right of offset or suspension, except as otherwise expressly provided in this Agreement. Notwithstanding anything to the contrary in the Order Form, all subscription fees are due and owing for the full subscription period when purchased, and any arrangement permitting installment payments is provided to Customer solely as a courtesy that shall be deemed revoked by Qlik upon a material breach of this Agreement by Customer at Qlik's discretion.

Unpaid fees may be subject to a monthly late fee as set forth in an Order Form on any outstanding balance, or the maximum rate permitted by law, whichever is lower, and Customer shall reimburse Qlik for all reasonable costs and expenses incurred in collecting any late payments. Unless Customer objects in writing to any invoice from Qlik within sixty (60) days following its receipt of an invoice, Customer is deemed to have approved such invoice and may not subsequently dispute the same. Fees for Consulting Services or Education Services are exclusive of travel costs and expenses. If Customer fails to make any payment when due, Qlik may, without limiting its other rights and remedies, temporarily suspend Customer's account or access to Qlik Products. Customer will remain responsible for all fees incurred before and during any suspension. Use of Qlik Products is subject to usage or quantity limits. If Customer's use exceeds purchased quantity limits, Customer will be invoiced and shall pay for such additional quantities monthly in arrears at the fees which may be set forth in an Order Form.

3.10. Taxes. Fees do not include taxes and similar assessments. Without limiting the foregoing, Customer is responsible for all sales, use, excise, withholding, value-added and other taxes and duties, and charges of any kind imposed by federal, state, or local governmental or regulatory authority on any amounts payable by Customer, exclusive of any tax on Qlik's income. Customer shall directly pay any such taxes or duties assessed against it, unless Customer provides Qlik in a timely manner with a valid certificate of exemption or other evidence that items are not taxable.

3.11. Authorized Resellers. If Customer purchases the Qlik Products or Services from an Authorized Reseller, Customer's payment obligations are governed by Customer's purchase agreement with the Authorized Reseller. Customer may not transfer the administration of any Qlik Product or Services purchased from an Authorized Reseller without the prior written consent of Qlik. Qlik may suspend and/or terminate Customer's right to use the Qlik Products or Services if (i) Qlik fails to timely receive the fees due from the Authorized Reseller for Customer's purchase of the Qlik Products or Services; or (ii) the Authorized Reseller terminates the order with Qlik relating to Customer's purchase.

3.12. Billing Information. Customer agrees to provide Qlik with accurate, timely and complete payment and invoicing information, including current contact information and tax identification numbers.

4. Warranties

4.1. General Warranty. Each Party represents and warrants to the other Party that: (i) it is duly organized, validly existing and in good standing as a corporation or other entity under the laws of the jurisdiction of its incorporation or other organization; (ii) it has the full legal right and authority to enter into this Agreement; and (iii) when executed and delivered by both Parties, this Agreement will constitute the legal, valid, and binding obligation of such Party, enforceable against such Party in accordance with its terms.

4.2. Qlik Product Warranty. Qlik warrants that, when used as authorized under this Agreement, (a) Qlik Cloud will perform substantially in accordance with the applicable Documentation, and (b) the Software will, for a period of ninety (90) days from its Delivery Date, operate substantially in accordance with the applicable Documentation. Customer must assert any claim for breach of this warranty within thirty (30) days of the date on which the condition giving rise to the claim first appears.

4.3. Services Warranty. Qlik warrants that the Services will be performed using reasonable care and skill consistent with generally accepted industry standards. Customer must assert any claim for breach of this warranty within thirty (30) days of Customer's receipt of the applicable Services.

4.4. Exclusions. The warranties set forth in Sections 4.2 and 4.3 will not apply if the event giving rise to the warranty claim was caused

by: (i) Customer's misuse or unauthorized use of or modifications to the Qlik Products or Services; (ii) third-party hardware, products, software or services, including Third-Party Materials and Third-Party Applications; (iii) any use of the Qlik Products or Services other than as permitted under this Agreement; (iv) Customer's failure to install the most recent update made generally available to customers; or (v) a Force Majeure Event. Customer's exclusive remedy, and Qlik's sole liability, with regard to any breach of the warranties set forth in Section 4.2 and 4.3 will be, at Qlik's option and expense, to either: (i) repair or replace the non-conforming Qlik Products or Services; or (ii) terminate the affected Qlik Products or Services and refund to Customer, on a pro rata basis, any unused, prepaid fees as of the termination effective date. Customer shall provide reasonable assistance to Qlik in support of its efforts to furnish a remedy for any breach of such warranties.

4.5. Disclaimer. EXCEPT FOR THE LIMITED WARRANTIES EXPRESSLY SET FORTH IN THIS AGREEMENT, ALL QLIK PRODUCTS, SERVICES, SUPPORT, DOCUMENTATION, AND OTHER INFORMATION, MATERIALS, AND SERVICES PROVIDED BY QLIK ARE PROVIDED "AS IS" AND WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND ANY WARRANTIES IMPLIED BY ANY COURSE OF PERFORMANCE OR USAGE OF TRADE, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. WITHOUT LIMITING THE FOREGOING, QLIK AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, SUPPLIERS, PARTNERS, SERVICE PROVIDERS, LICENSORS, AND RESELLERS DO NOT WARRANT THAT: (I) QLIK PRODUCTS, SERVICES, OR SUPPORT WILL BE UNINTERRUPTED OR ERROR FREE, (II) QLIK PRODUCTS, SERVICES, OR SUPPORT ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS; OR (III) THE RESULTS OF USING QLIK PRODUCTS, SERVICES, OR SUPPORT WILL MEET CUSTOMER'S OR ANY AUTHORIZED USER'S REQUIREMENTS, ACHIEVE ANY INTENDED RESULT, BE COMPATIBLE OR WORK WITH ANY SOFTWARE, SYSTEMS, OR OTHER SERVICES, OR BE SECURE, ACCURATE, OR COMPLETE. IT IS CUSTOMER'S SOLE RESPONSIBILITY TO EVALUATE WHETHER A) USE OF THE OUTPUT OF ANY QLIK PRODUCT OR SERVICE IS APPROPRIATE FOR CUSTOMER'S USE CASE, AND B) REVIEW AND INDEPENDENT VERIFICATION IS APPROPRIATE BEFORE USING OUTPUT. ANY PREDICTIVE OR ANALYTICAL SERVICES INCLUDED IN THE QLIK PRODUCTS ARE FOR INFORMATIONAL PURPOSES ONLY AND NOT A GUARANTEE OF FUTURE RESULTS OR PERFORMANCE.

5. Intellectual Property Rights and Indemnification

5.1. Ownership. Customer retains all right, title and interest in and to all Content. Qlik retains all right, title and interest in and to the Qlik Products, Services, Documentation and if applicable, all Education Services materials and Consulting Services deliverables, including all know-how, methodologies, designs and improvements to the foregoing, but excluding any Content incorporated into any such Services. Qlik hereby grants Customer a limited, non-exclusive license, non-transferable, and non-sublicensable right to use any Education Services materials and Consulting Services deliverables or work product solely in connection with Customer's authorized use of the Qlik Products and Services.

5.2. Retention of Rights. No right, title or ownership of any proprietary or other rights related to the Qlik Products or Services is transferred or sold to Customer or any Authorized User. All intellectual property rights not explicitly granted to Customer are reserved and Qlik, its affiliates, and their respective suppliers or licensors, where applicable, retain all

right, title and interest in and to the Qlik Products and Services, including all intellectual property rights embodied therein, as well as to all Qlik Marks. Customer is not obligated to provide Qlik with any suggestions or feedback about the Qlik Products or Services, but if Customer elects to do so, Qlik may use and modify this feedback for any purpose, including developing and improving the Qlik Products and Services, without any liability, time limitation, restriction, or payment to Customer.

5.3. Indemnification. Qlik shall defend and indemnify Customer and its directors, officers, employees, agents, and permitted successors and assigns from any damages and costs awarded against Customer and its directors, officers, employees, agents, successors and assigns as a result of an IP Claim. Customer shall defend, indemnify and hold Qlik and its directors, managers, officers, employees, agents, resellers, licensors, affiliates, successors and assigns harmless from any damages and costs awarded against Qlik as a result of a third party claim arising from or related to: (i) use of the Qlik Products by an Authorized Party or use of Content, including any allegation that the Content infringes upon or misappropriates any third party copyright, trademark, patent, privacy or other rights; and (ii) Customer's failure to comply with any Export Control Laws.

5.4. Procedures. Each Party's indemnification obligation is subject to: (i) prompt notification of a claim in writing to the indemnifying Party; (ii) consent to allow the indemnifying Party to have sole control of the defense and any related settlement negotiations; and (iii) provision of information, authority and assistance as necessary for the defense and settlement of an indemnified claim. The indemnifying Party shall not consent to entry into judgment or enter into any settlement that admits liability of the indemnified Party or provides for injunctive or other non-monetary relief affecting the indemnified Party, without the prior consent of the indemnified Party, which consent shall not be unreasonably withheld.

5.5. Exceptions. Qlik will have no obligations or liability for any IP Claim arising from or based upon: (i) any unauthorized use, misuse, reproduction or distribution of the Qlik Products, including use that is outside the permitted scope of this Agreement; (ii) any modification or alteration of the Qlik Products without the prior written approval of Qlik; (iii) use of the Qlik Products in combination with any other software, hardware, third-party data or other materials not provided by Qlik or expressly authorized in the applicable Documentation; (iv) use of a prior version of the Qlik Product, if use of a newer version of the Qlik Product would have avoided such claim; or (v) any Third-Party Materials.

5.6. Remedies. If the Qlik Product becomes, or, in Qlik's opinion, is likely to become, the subject of an IP Claim, Qlik may, at its option and expense, either: (i) obtain the right for Customer to continue using the Qlik Product in accordance with this Agreement; (ii) replace or modify the Qlik Product so that it becomes non-infringing while retaining substantially similar functionality; or (iii) if neither of the foregoing remedies can be reasonably provided by Qlik, terminate all rights to use the Qlik Products (without need for a ruling by a court or arbitrator) and refund as applicable a pro rata portion of unused, prepaid fees.

5.7. Sole And Exclusive Remedy. THIS SECTION 4 STATES QLIK'S SOLE AND ENTIRE OBLIGATION AND LIABILITY, AND CUSTOMER'S AND ITS AFFILIATES' AND ALL AUTHORIZED USERS' SOLE AND EXCLUSIVE RIGHT AND REMEDY, FOR ANY CLAIM OF INFRINGEMENT OR ALLEGED VIOLATION OF INTELLECTUAL PROPERTY RIGHTS.

6. Limitation of Liability

6.1. Limitation of Liability. Except for: (i) each Party's indemnification obligations under this Agreement, (ii) death or bodily injury caused by a Party's negligence; (iii) Customer's payment obligations; (iv) Customer's violation of Qlik's intellectual property rights; and (v) Customer's breach of the use restrictions in Section 3.4,

each Party's maximum, cumulative liability for any claims, losses, costs (including attorney's fees) and other damages arising under or related to this Agreement, regardless of the form of action, whether in contract, tort (including negligence or strict liability) or otherwise, will be limited to actual damages incurred, and will in no event exceed the fees paid or payable by Customer for the twelve (12) month period preceding the loss or damages giving rise to the claim and attributable to the specific products or services giving rise to such damages.

6.2. Exclusion of Damages. IN NO EVENT WILL QLIK, ITS AFFILIATES, OR THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AGENTS, SUCCESSORS, ASSIGNS SUPPLIERS OR LICENSORS, BE LIABLE FOR ANY LOSS OF SAVINGS, PROFITS OR REVENUES, LOSS OR CORRUPTION OF DATA, GOODWILL, OR REPUTATION, INACCURACY OF ANY DATA, THE COST OF PROCUREMENT OF SUBSTITUTE GOODS, SERVICES OR SOFTWARE, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES, HOWSOEVER ARISING AND REGARDLESS OF THE THEORY OF LIABILITY (INCLUDING NEGLIGENCE OR STRICT LIABILITY), EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE OR LOSS. QLIK PRODUCTS ARE NOT INTENDED FOR USE WITH OR FOR HIGH-RISK ACTIVITIES AND QLIK WILL NOT BE LIABLE FOR ANY CLAIMS OR DAMAGES ARISING FROM INHERENTLY DANGEROUS USE OF THE QLIK PRODUCTS.

6.3. THE LIMITATIONS, EXCLUSIONS AND DISCLAIMERS CONTAINED IN THIS AGREEMENT WILL APPLY TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, EVEN IF ANY AGREED REMEDY IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE. TO THE EXTENT THAT QLIK MAY NOT, AS A MATTER OF LAW, DISCLAIM ANY WARRANTY OR LIMIT ITS LIABILITIES, THE SCOPE OR DURATION OF SUCH WARRANTY AND THE EXTENT OF QLIK'S LIABILITY WILL BE THE MINIMUM PERMITTED UNDER SUCH LAW. IF A WAIVER, RIGHT, OR REMEDY IS EXERCISED PURSUANT TO MANDATORY LAW, IT SHALL BE EXERCISED SOLELY FOR THE PURPOSE PROVIDED AND IN CONFORMANCE WITH THE PROCEDURES AND LIMITATIONS EXPRESSLY PROVIDED FOR BY SUCH LAW.

6.4. No Third-Party Beneficiaries. The warranties and other obligations of Qlik under this Agreement run only to, and for the sole benefit of Customer and not its Authorized Users. Except as otherwise mandated by applicable law, no person or entity will be considered a third-party beneficiary of this Agreement or otherwise entitled to receive or enforce any rights or remedies in relation to this Agreement.

7. Confidentiality

Each Party shall protect the other Party's Confidential Information using the same degree of care used to protect its own confidential information, but in no event less than a reasonable degree of care. The receiving Party shall not: (i) use Confidential Information for any purpose outside the scope of this Agreement, or (ii) voluntarily disclose Confidential Information except to employees, contractors and agents as required to perform its obligations under the Agreement. Notwithstanding the foregoing, a Party may disclose the other Party's Confidential Information to the extent that it is required to be disclosed in accordance with an order or requirement of a court, administrative agency or other governmental body, provided that such Party, to the extent permitted by law, provides the other Party with prompt notice of such order or requirement in order that it may seek a protective order. Each Party's confidentiality obligations hereunder will continue for a period of three (3) years following any termination of this Agreement, provided, however, that each Party's obligations will

survive and continue in effect thereafter with respect to, and for so long as, any Confidential Information continues to be a trade secret under applicable law. The Parties acknowledge and agree that the Qlik Products, Services, and Documentation, and all pricing information shall be the Confidential Information of Qlik.

8. Privacy

8.1. Data Security. Qlik will use commercially reasonable, industry standard security measures in providing Qlik Cloud. Qlik has implemented commercially reasonable technical and procedural safeguards to protect and secure Customer's Confidential Information in accordance with the Information Security Addendum available at www.qlik.com/product-terms. Qlik Cloud offerings are hosted and delivered from a data center operated by a third-party provider, which is solely responsible for the underlying infrastructure and hosting of Qlik Cloud. Customer is solely responsible for any breach or loss resulting from: (i) Customer's failure to control user access; (ii) failure to secure Content which Customer transmits to and from Qlik Cloud; and (iii) failure to implement appropriate and timely backups, reasonable and appropriate security standards and measures, including encryption technology, to protect against unauthorized access.

8.2. Data Privacy. Qlik's privacy notices and further information regarding Qlik's privacy measures, including Qlik's Product Privacy Notice, may be found at www.qlik.com. The terms of the Data Processing Addendum, available at www.qlik.com/license-terms ("DPA"), are incorporated by reference when executed by Customer and Qlik, and shall apply to the extent the Content includes "Customer Personal Data" as defined in the DPA. All Content used by or within Qlik Cloud may be stored on servers located in various regions, including the EU, and Customer may select (where available) the region in which its Content resides. Customer and Authorized Users are not permitted to upload or store within Qlik Cloud: (i) U.S. Protected Health Information ("PHI") as defined under the U.S. Health Insurance Portability and Accountability Act of 1996 (HIPAA) unless Customer: (a) has executed a Business Associate Agreement for Qlik Cloud with Qlik; and (b) utilizes customer managed key functionality within Qlik Cloud for so long as Customer stores PHI within Qlik Cloud; or (ii) payment card information subject to Payment Card Industry Data Security Standards (PCI DSS).

9. Term and Termination

9.1. Term. This Agreement is effective upon the earlier of the effective date of the first Order Form referencing this Agreement or the date Customer is first provided with access to or use of the Qlik Products or Services, and shall remain in effect until expiration or termination of all rights to use any Qlik Products or Services. Unless otherwise indicated on an Order Form, Qlik Product or Service subscriptions shall begin upon the Delivery Date and automatically renew for successive terms equal to the initial subscription period, unless either Party provides prior written notice of non-renewal to the other Party at least forty-five (45) days prior to the end of the then-current subscription period. Subscriptions may not be cancelled in whole or in part during any subscription period. Subscription fees are subject to increase based upon prevailing rates at the time of renewal.

9.2. Termination for Breach or Insolvency. Either Party may terminate this Agreement or any applicable Order Form, license or subscription (without resort to court or other legal action) if the other Party fails to cure a material breach within thirty (30) days after written notice of such breach (or ten (10) days in the case of non-payment). Qlik may terminate this Agreement immediately upon written notice in the event Customer breaches Section 3.4. Either Party may terminate this Agreement if the other Party terminates or suspends its business without a successor or becomes the subject of a petition in bankruptcy or any other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors.

9.3. Effect of Termination. Customer's rights with respect to Qlik Products and Services will end upon termination of this Agreement or expiration of any applicable subscription, including the right to use any code or artifact generated by Qlik Products. Upon termination of this Agreement or the right to use any Qlik Products or Services, Customer shall immediately cease using the applicable Qlik Products and Services and uninstall, delete and destroy all copies of such Qlik Products. If Customer uses Qlik Products following the end of a purchased subscription period, Customer shall be charged at the prevailing rates for such use. In the event of termination, all amounts payable by Customer to Qlik under this Agreement are immediately due and payable. Termination of this Agreement or any licenses or subscriptions shall not prevent either Party from pursuing all available legal remedies, nor shall such termination relieve Customer's obligation to pay all fees that are owed. All provisions of this Agreement relating to Qlik's ownership of the Qlik Products, limitations of liability, disclaimers of warranties, confidentiality, waiver, audit and governing law and jurisdiction, will survive the termination of this Agreement.

9.4. Suspension of Service. Qlik may, without limiting its other rights and remedies, suspend Customer's access to Qlik Products at any time if: (i) required by applicable law, including Export Control Laws, (ii) Customer or any Authorized User is in violation of the terms of this Agreement or the Qlik Acceptable Use Policy, (iii) Customer's use disrupts the integrity or operation of Qlik Cloud or interferes with the use by others; or (iv) Customer fails to make any payment when due. Qlik will use reasonable efforts to notify Customer prior to any suspension, unless prohibited by applicable law or court order. Customer will remain responsible for all fees incurred before and during any suspension.

10. General Provisions

10.1. Verification and Audit. While this Agreement is in effect and for one (1) year after the effective date of its termination or expiration, upon request by Qlik but not more than once per calendar year, Customer shall conduct a self-audit of its use of the Qlik Products and Services and, within ten (10) business days after receipt of such request, submit a written statement to Qlik verifying that it is in compliance with the terms and conditions of this Agreement. Qlik shall have the right, on its own or through its designated agent or third-party accounting firm, to conduct an audit of Customer's use and deployment of the Qlik Products and Services and monitor use of Qlik Cloud, in order to verify compliance with this Agreement. Qlik's written request for an audit will be submitted to Customer at least fifteen (15) days prior to the specified audit date, and such audit shall be conducted during regular business hours and with the goal of minimizing the disruption to Customer's business. If such audit discloses that Customer is not in material compliance with the terms of this Agreement, then Customer shall be responsible for the reasonable costs of the audit, in addition to any other fees or damages to which Qlik may be entitled under this Agreement and applicable law.

10.2. Third-Party Materials. Qlik Products may incorporate or otherwise access certain open source or other third-party software, data, services, or other materials for the hosting and delivery of the Qlik Products, which may be identified in the Documentation ("Third-Party Materials"). Qlik represents that if the Qlik Products are used in accordance with this Agreement, such use shall not violate any license terms for the Third-Party Materials. Qlik makes no other representation, warranty, or other commitment regarding the Third-Party Materials, and hereby disclaims any and all liability relating to Customer's use thereof.

10.3. Connectivity to Third-Party Applications. Customer's use of Qlik Products to connect or interoperate with or access third-party applications or services may be governed by terms and conditions established by such third party. Third-party application programming interfaces and other third-party applications or services ("**Third-Party Applications**") are not managed by Qlik, and Qlik shall have no liability for connectivity if any Third-Party Applications are changed or discontinued by the respective third parties. Qlik does not support, license, control, endorse or otherwise make any representations or warranties regarding any Third-Party Applications. Use of Qlik published APIs are subject to the Qlik API Policy at www.qlik.dev/apis.

10.4. Evaluation. If Customer is provided Qlik Products for evaluation purposes ("**Evaluation Products**"), use of the Evaluation Products is only authorized in a non-production environment and for the period limited by the corresponding license key or credentials. If Customer is provided access to an evaluation of Qlik Cloud, Qlik will make the applicable Qlik Cloud offering available to Customer for its internal business operations on an evaluation basis free of charge until the earlier of: (a) the end of the evaluation period; (b) the start date of any purchased Qlik Cloud subscription ordered by Customer; or (c) termination by Qlik in its sole discretion. ANY CONTENT IN QLIK CLOUD, AND ANY CONFIGURATION CHANGES MADE TO THE QLIK CLOUD BY OR FOR CUSTOMER, DURING AN EVALUATION MAY BE PERMANENTLY LOST UNLESS: (A) CUSTOMER PURCHASES A SUBSCRIPTION FOR QLIK CLOUD OR (B) CUSTOMER EXPORTS SUCH CONTENT BEFORE THE END OF THE EVALUATION PERIOD. Notwithstanding any other provision in this Agreement, the right to use the Evaluation Products is provided "AS IS" without indemnification, Support, service level credits, or warranty of any kind, expressed or implied. In no event will Qlik's maximum cumulative liability for Evaluation Products exceed one hundred U.S. dollars (\$100).

10.5. Early Release Products. Qlik may, in its discretion, periodically provide certain Customers with an opportunity to test early release features or functionality in connection with Qlik Products. Customer may decline to participate in the testing of such additional features or functionality at any time. Customer acknowledges that such features or functionality are not considered part of the Qlik Products under this Agreement, are not supported, are provided "as is" with no warranties of any kind and may be subject to additional terms. Qlik reserves the right at any time, in its sole discretion, to discontinue provision of, or to modify, any such features or functionality provided for testing purposes.

10.6. Assignment. Customer will not assign or transfer this Agreement or its rights and obligations hereunder to any third party without the prior written consent of Qlik. For purposes of this Section, any change of control of Customer, whether by merger, sale of equity interests or otherwise, will constitute an assignment requiring the prior written consent of Qlik. Any attempt by Customer to assign this Agreement or its rights and obligations hereunder in violation of this Section will be null and void. Qlik is free to assign or transfer any or all of its rights or obligations under this Agreement at its discretion. All terms of this Agreement will be binding upon, inure to the benefit of, and be enforceable by and against the respective successors and permitted assigns of Qlik and Customer. Any attempted assignment made without Qlik's prior express written consent shall be void and a material breach of this Agreement.

10.7. Governing Law and Jurisdiction. This Agreement was made in, and this Agreement is governed by the law of, the jurisdiction set out in Table 1 corresponding to the Qlik entity identified as the contracting party, but excluding any conflict of law rules or the United Nations Convention on Contracts for the International Sale of Goods, the application of which is hereby expressly excluded. Any suit, action or proceeding arising out of or relating to this Agreement or the business relationship between the parties, whether based in tort, contract or statutory violation, shall be brought before, and only before,

the courts or arbitration boards set out in Table 1 corresponding to the contracting Qlik entity, and shall be conducted in the English language. The Parties hereby expressly and irrevocably submit to the exclusive jurisdiction of such courts or arbitral bodies for the purpose of any such suit, action or proceeding. Qlik may be irreparably harmed by a breach of the terms of this Agreement and damages, alone, may not be an adequate remedy. Customer agrees, in addition to any other rights or remedies permitted under applicable law, Qlik will have the right to enforce this Agreement by injunctive or other equitable relief without the need to post a bond or to prove damages or irreparable harm.

TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, CUSTOMER EXPRESSLY WAIVES ANY RIGHT TO A JURY TRIAL REGARDING DISPUTES RELATED TO THIS AGREEMENT.

10.8. Force Majeure. Neither Party shall be liable to the other for any delay or failure to perform any obligation under this Agreement (except for a failure to pay fees) if the delay or failure is due to unforeseen events, which occur after the effective date of this Agreement and which are beyond the reasonable control of the Parties, such as strikes, blockade, war, acts of civil or military authority, terrorism, riots, natural disasters, refusal of license or other acts by any government or other governmental agencies (including the passage of laws, regulations or sanctions which impact the delivery of Qlik Products or Services), pandemics, failure or diminishment of power, telecommunications or data networks or services, denial-of-service attacks or materials shortage in so far as such an event prevents or delays the affected Party from fulfilling its obligations and such Party is not able to prevent or remove the force majeure at reasonable cost ("**Force Majeure Event**").

10.9. Internet Performance. The flow of data via the internet depends in large part on the performance of internet services provided or controlled by third parties, which Qlik does not and cannot control. The actions or inactions of such third parties can impair or disrupt the internet. Qlik will use commercially reasonable efforts to remedy and avoid such events, but cannot guarantee that such events will not occur and disclaims any liability resulting from or relating to such events.

10.10. Trade Restrictions; Export Regulation. Qlik Products and Services are provided subject to the laws and regulations of the United States and other countries on trade restrictions that may prohibit or restrict access by certain persons or from certain countries or territories, including but not limited to sanctions, embargoes and export restraints. The Qlik Products may be subject to Export Control Laws. Customer will not directly or indirectly, export, re-export, or release the Software to, or make the Qlik Products accessible from, any country, jurisdiction or person to which export, re-export, or release is prohibited by applicable Export Control Laws. Customer will comply with all applicable Export Control Laws and complete all required undertakings (including obtaining any necessary export license or other governmental approval) prior to exporting, re-exporting, releasing, or otherwise making the Qlik Products available outside the United States.

10.11. U.S. Government End Users. The Software and Documentation provided in Qlik Products are deemed to be "commercial computer software" and "commercial computer software documentation," respectively, pursuant to DFAR Section 227.7202 and FAR Section 12.212(b), as applicable, and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Licensed Software - Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Licensed Software or Commercial Computer Licensed Software Documentation", as applicable, and any successor regulations. Any data or other information provided by or on behalf of Qlik is

not form, fit or function data and is limited rights data and/or restricted computer software as described in the FARS, 48 CFR § 52.227-14 and that the terms of FAR 52.227-14 Rights in Data-General or FAR 52.227-17 Rights in Data – Special Works shall, accordingly, not apply thereto. Any use, modification, reproduction, release, performing, displaying or disclosing of the Qlik Products and Documentation by the U.S. Government shall be governed solely by the terms and conditions of this Agreement.

10.12. Notices. All notices by Customer to Qlik must be in writing and delivered to Qlik: (a) by certified or registered mail or by an internationally recognized express courier addressed to Qlik at 211 S. Gulph Rd., Suite 500, King of Prussia, PA 19406 USA, Attention: Legal Department, or (b) by email to CustomerNotices@qlik.com. Unless otherwise specified in writing by Customer, all notices to Customer shall be sent to the address or email provided to Qlik.

10.13. Relationship between the Parties. The Parties are independent contractors. Nothing in this Agreement will be construed to create an agency, joint venture, partnership, fiduciary relationship, joint venture or similar relationship between the Parties.

10.14. No Waiver. No term of this Agreement will be deemed waived and no breach excused unless such waiver or excuse shall be in writing and signed by the Party issuing the same. Neither this Agreement nor any Order Form shall be dependent on Customer issuing a purchase order. Customer acknowledges that any purchase order is for its administrative convenience only and that Qlik has the right to issue an invoice and collect payment without a corresponding purchase order. Any additional or conflicting terms or conditions in any purchase order shall have no legal force or effect.

10.15. Limitation. Subject to applicable law, no action, regardless of form, arising out of this Agreement may be brought by Customer more than two (2) years after the cause of action arose.

10.16. Entire Agreement; Severability; Language. This Agreement, any attachments hereto or documents referenced in the Agreement, along with all Order Forms, are the complete statement of the mutual understanding of the Parties and supersedes and cancels all previous written and oral agreements and communications pertaining to the subject matter of this Agreement. This Agreement may not be modified except in writing and signed by both Parties. If any provision of this Agreement is found by a court of competent jurisdiction to be invalid or unenforceable, that provision will be limited to the minimum extent necessary so that this Agreement will otherwise remain in force and effect. In the event of any conflicts or inconsistencies, the Agreement shall take precedence over the Order Form, but only with respect to the specific subject matter of each. For the avoidance of doubt, where an Order Form includes additional and more specific terms and conditions with respect to a concept addressed generally in this Agreement or does not address a concept addressed herein, no conflict shall be deemed to exist. The English language version of this Agreement shall be the governing version used when interpreting or construing this Agreement.

10.17. Construction. For purposes of this Agreement: (i) the words "include," "includes" and "including" are deemed to be followed by the words "without limitation"; (ii) the word "or" is not exclusive; and (iii) words denoting the singular have a comparable meaning when used in the plural, and vice-versa. A Party's role in drafting this Agreement shall not be a basis for construing this Agreement in any manner against such Party. Any Qlik Order Form and the schedules and exhibits attached thereto are an integral part of this Agreement to the same extent as if they were set forth verbatim herein.

10.18. Publicity. Customer hereby grants Qlik the right to list Customer as a customer of Qlik along with other customers in marketing materials such as the Qlik website, customer-facing presentations and press releases.

10.19. Local Law Requirements. If Customer obtains Qlik Products from: (i) QlikTech GmbH and designates an address in Austria or Germany in an Order Form, or (ii) QlikTech Australia Pty Ltd and designates an address in Australia in an Order Form, then the terms of Addendum 1 shall be applicable and shall supersede any conflicting terms in the Agreement.



QLIK CUSTOMER AGREEMENT - Table 1 Governing Law and Venue

Contracting Entity. The Qlik contracting entity, including any Talend affiliate, is the entity identified on the order form executed by Qlik or its affiliate. Where there is no Qlik order form, the contracting entity will be the Qlik contracting entity corresponding to the Customer's billing country location set forth in the table below.

Governing Law. Governing law corresponds to the Customer's billing country location as set forth in the table below.

Customer Location	Qlik Contracting Entity	Governing Law
Any countries not specifically identified in this Table 1	QlikTech International Markets AB	(i) the Governing Law shall be the laws of Sweden; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration at the Arbitration Institute of the Stockholm Chamber of Commerce† in Stockholm.
Australia, American Samoa, Cook Islands, Fiji, Guam, Kiribati, Marshall Islands, Federal State of Micronesia, Nauru, Niue, Norfolk Island, Palau, Papua New Guinea, Saint Helena, Samoa, Solomon Islands, Tonga, Tuvalu or Vanuatu	QlikTech Australia Pty Ltd.	(i) the Governing Law shall be the laws of New South Wales Australia; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be brought before the Courts of New South Wales, Australia and any courts competent to hear appeals therefrom.
Brazil	QlikTech Brasil Comercialização de Software Ltda.	(i) the Governing Law shall be the laws of Brazil; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration at the Arbitration Institute of the Stockholm Chamber of Commerce† in Stockholm.
Canada	QlikTech Corporation	(i) the Governing Law shall be the laws of the Province of Ontario, Canada; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be brought before the Courts of Ontario.
Denmark or Iceland	QlikTech Denmark A/S	(i) the Governing Law shall be the laws of Sweden; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration at the Arbitration Institute of the Stockholm Chamber of Commerce† in Stockholm.
Finland, Estonia, Latvia or Lithuania	QlikTech Finland Oy	(i) the Governing Law shall be the laws of Sweden; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration at the Arbitration Institute of the Stockholm Chamber of Commerce† in Stockholm.
France, Guadelupe, Monaco, or Reunion Island	QlikTech France SARL	(i) the Governing Law shall be the laws of France; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by the Courts of Paris, France.
Germany, Austria, Switzerland, or Liechtenstein	QlikTech GmbH	(i) the Governing Law shall be the laws of Germany; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by the Courts of Munich Germany.
Hong Kong and Macau	QlikTech Hong Kong Limited	(i) the Governing Law shall be the laws of Hong Kong SAR; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration in the Hong Kong SAR in accordance with the laws of the Hong Kong SAR†† and the arbitrators shall have the power to order, among other things, specific performance and injunctive relief.

082223

Customer Location	Qlik Contracting Entity	Governing Law
India	QlikTech India Pvt. Ltd.	(i) the Governing Law shall be the laws of India; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be finally resolved by arbitration conducted in accordance with the Arbitration and Conciliation Act, 1996 and any amendments thereto. †††
Israel	Qlik Analytics (ISR) Ltd	(i) the Governing Law shall be the laws of Israel and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be brought before the Courts of Israel and any courts competent to hear appeals therefrom.
Italy	QlikTech Italy Srl,	(i) the Governing Law shall be the laws of Italy; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be adjudicated exclusively by the Court of Milan.
Japan	QlikTech Japan K.K.	(i) the Governing Law shall be the laws of Japan; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by the Tokyo District Court.
Mexico	QlikTech Mexico, S. de R.L. de C.V.	(i) the Governing Law shall be the laws of Mexico; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration at the Arbitration Institute of the Stockholm Chamber of Commerce† in Stockholm.
Albania, Armenia, Azerbaijan, Belgium, Bosnia, Herzegovina, Bulgaria, Croatia/Hrvatska, Czech Republic, Georgia, Hungary, Kazakhstan, Kosovo, Luxembourg, Macedonia, Republic of Moldova, Montenegro, Netherlands, Romania, Serbia, Slovak Republic, Slovenia, Turkey, Ukraine or Uzbekistan	QlikTech Netherlands B.V.	(i) the Governing Law shall be the laws of the Netherlands; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration at the SGOA (the Dutch Foundation of the Settlement of Automation Disputes) in The Hague.
New Zealand	QlikTech New Zealand Limited	(i) the Governing Law shall be the laws of New Zealand; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be brought before the Courts of New Zealand and any courts competent to hear appeals therefrom.
People's Republic of China ("PRC")	Qlik Technology (Beijing) Limited Liability Company	(i) the Governing Law shall be the laws of China; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration at the China International Economic and Trade Arbitration Commission (CIETAC). ††††
Brunei, Darussalam, Cambodia, East Timor, Indonesia, Lao People's Democratic Republic, Mongolia, Myanmar (Burma), Philippines, Singapore, Thailand, Vietnam	QlikTech Singapore Pte. Ltd.	(i) the Governing Law shall be the laws of Singapore; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) shall be determined by arbitration in Singapore in accordance with the UNCITRAL Arbitration Guide in force from time to time, and the law governing the agreement contained in this Section (ii), the arbitration, and the conduct and procedure of the arbitration, shall be the laws of Singapore. ††††
South Korea	QlikTech Hong Kong Limited	(i) the Governing Law shall be the laws of South Korea; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be brought before the Courts of the Seoul District Court and any courts competent to hear appeals therefrom.
Spain, Portugal, Andorra	QlikTech Ibérica S.L.	(i) the Governing Law shall be the laws of Spain; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled exclusively by the Courts of the city of Madrid, Spain.

Customer Location	Qlik Contracting Entity	Governing Law
Argentina, Aruba, Belize, Bermuda, Bolivia, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Nicaragua, Panama, Peru, Uruguay, Venezuela	QlikTech LATAM AB	(i) the Governing Law shall be the laws of Sweden; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration at the Arbitration Institute of the Stockholm Chamber of Commerce† in Stockholm.
Sweden	QlikTech Nordic AB	(i) the Governing Law shall be the laws of Sweden; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be settled by arbitration at the Arbitration Institute of the Stockholm Chamber of Commerce† in Stockholm.
United Kingdom, Ireland, Gibraltar	QlikTech UK Limited	(i) the Governing Law shall be the laws of England & Wales; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) will be adjudicated by the courts of England and Wales.
United States, Puerto Rico, Jamaica, Virgin Islands (US), Haiti	QlikTech Inc.	(i) the Governing Law shall be the laws of the Commonwealth of Pennsylvania, USA; and (ii) any suit, action or proceeding arising out of or relating to this Agreement (including any non-contractual dispute or claim) shall be settled by, and only by, the Court of Common Pleas of Montgomery County, Pennsylvania or the United States District Court for the Eastern District of Pennsylvania.

† Where the amount in dispute clearly does not exceed EUR 300,000, the Stockholm Chamber of Commerce (SCC) Institute's Guide for Expedited Arbitration shall apply and the arbitral tribunal shall be composed of a sole arbitrator. Where the amount in dispute clearly exceeds the amount set forth above, the Guide of the SCC Institute shall apply and the arbitral tribunal shall be composed of three arbitrators. The arbitration proceedings shall be conducted in English. The parties shall bear their own costs and expenses, including attorneys' fees, but the arbitrator may, in the award, allocate all of the administrative costs of the arbitration, including the fees of the arbitrators, against the Party that did not prevail. The decision of the arbitrator shall be final and binding upon both Parties and shall be enforceable in any court of law.

†† The arbitration shall be administered by the Hong Kong International Arbitration Centre ("HKIAC") pursuant to its rules and procedures. There shall be three (3) arbitrators. One arbitrator shall be appointed by Qlik. One arbitrator shall be appointed by Customer. The third arbitrator shall be agreed between the Parties, and failing agreement, or if the arbitrator selected is unable or is unwilling to act, the appointing authority shall be the HKIAC. The arbitration proceedings shall be conducted in English. The parties shall bear their own costs and expenses, including attorneys' fees, but the arbitrators may, in the award, allocate all of the administrative costs of the arbitration, including the fees of the arbitrators, against the Party that did not prevail. The decision of the arbitrators shall be final and binding upon both Parties and shall be enforceable in any court of law.

††† The arbitration shall be conducted before a panel of three arbitrators, selected as follows: one arbitrator shall be nominated by Customer; one arbitrator shall be nominated by Qlik; and the third arbitrator shall be jointly nominated by the two arbitrators so nominated. The place of arbitration shall be Mumbai. The arbitration proceedings shall be conducted in English. The arbitrator's award shall be substantiated in writing. The Parties shall bear their own costs and expenses including attorney's fees, but the court of arbitration may decide to allocate all of the administrative costs of the arbitration, including the fees of the arbitrator, against the Party that did not prevail. The decision of the arbitrator shall be final and binding upon both Parties and shall be enforceable in any court of law.

†††† The arbitration shall be administered by the Singapore International Arbitration Centre ("SIAC"). There shall be one arbitrator. The arbitrator shall be agreed between the Parties. Failing agreement, or if the arbitrator selected is unable or is unwilling to act, the appointing authority shall be the SIAC. The arbitration proceedings shall be conducted in English. The Parties shall bear their own costs and expenses, including attorneys' fees, but the arbitrator may, in the award, allocate all of the administrative costs of the arbitration, including the fees of the arbitrator, against the Party that did not prevail. The arbitrator shall have the power to order, among other things, specific performance and injunctive relief. The decision of the arbitrator shall be final and binding upon both Parties and shall be enforceable in any court of law.

††††† The arbitration shall be administered by the China International Economic and Trade Arbitration Commission (CIETAC) pursuant to its rules and procedures. There shall be three (3) arbitrators. Each Party will appoint one arbitrator each. The third arbitrator shall be agreed between the Parties, and failing agreement, or if the arbitrator selected is unable or unwilling to act, the appointing authority shall be the CIETAC. The arbitration proceedings shall be conducted in English. The Parties shall bear their own costs and expenses, including attorneys' fees, but the arbitrators may, in the award, allocate all of the administrative costs of the arbitration, including the fees of the arbitrators, against the Party who did not prevail. The decision of the arbitrators shall be final and binding upon both Parties and shall be enforceable in any court of law. Notwithstanding anything to the contrary in this Agreement, either Party may at any time seek injunctive or interlocutory relief in a court of competent jurisdiction in order to protect any urgent interest of such Party.



QLIK CUSTOMER AGREEMENT - ADDENDUM 1 (FOR CUSTOMERS IN GERMANY, AUSTRIA AND AUSTRALIA)

This Addendum to the Qlik User License Agreement ("Agreement") shall apply to Customers who purchase or subscribe to Qlik Products and have a contract address in Germany, Austria and Australia. In the event of any conflict, the terms of this Addendum 1 supersede any conflicting terms in the Agreement.

1. Customers in Germany or Austria

The terms in this Section 1 are applicable to any Customer who obtains its license key(s) from QlikTech GmbH, or is subject to the governing laws of Germany as set forth in Table 1 of this Agreement; and designates an address on an Order Form in Germany or Austria.

1.1. Limited Warranty. With regard to perpetual Software licenses issued under this Agreement, Section 4.2(b) of the Agreement shall not apply. Instead, the following limited warranty shall apply: Qlik warrants that the initial version of the Software delivered hereunder (but excluding any updates thereto provided as a result of Support) provides the functionalities set forth in the Documentation (the "agreed upon functionalities") for the limited warranty period following the Delivery Date when used on the recommended hardware configuration. As used in this Section, "limited warranty period" means one (1) year. Any insubstantial variation from the agreed upon functionalities shall not be considered and does not establish any warranty rights. To make a warranty claim, Customer must notify Qlik in writing during the limited warranty period. If the functionalities of the Software vary substantially from the agreed upon functionalities, Qlik shall be entitled, by way of re-performance and at its own discretion, to repair or replace the Software. If this fails, Customer is entitled to cancel the purchase agreement (rescission).

1.2. Limited Subscription Warranty. With regard to subscriptions issued under this Agreement, the following limited warranty shall apply:

1.2.1 The Parties agree and acknowledge that the Qlik Products are provided "without warranty of any kind, express or implied, including but not limited to, the implied warranties of merchantability, satisfactory quality, and fitness for a particular purpose, whereas Qlik shall remedy any defects in kind as part of its ongoing support obligations which are included and fully compensated by the support fee. Further, Qlik and its vendors disclaim any warranty that Customer's use of the Qlik Products will be uninterrupted or error free. Qlik does not warrant or guarantee that it will correct any errors or inaccuracies in GeoAnalytics or Geocoding data. Customer's use of the Qlik Products is solely at its own risk.

1.2.2 The Parties agree and acknowledge that the following modifications of Customer's statutory warranty rights shall apply:

- (a) Qlik shall have no liability for initial material defects of the Software (Sachmängel) regardless of whether they have been caused by Qlik's fault (verschuldensunabhängig);
- (b) Customer's: (i) right of reduction (Minderung), (ii) setoff and (iii) retention shall be excluded unless, as regards to (ii) and (iii), Customer asserts such rights on the basis of claims that have been asserted by a final court judgment;
- (c) Any warranty claims of Customer against Qlik shall become time-barred 12 months after the start of the statutory warranty period; and
- (d) For the avoidance of doubt, the Parties agree and acknowledge no further warranty period shall apply in regard to updates or upgrades to the Software that Qlik provides

during the initial or any renewal term of the subscription licenses. Any damage claim Customer has under an applicable warranty shall be limited by the limitation of liability provision set forth under Section 6 of this Agreement.

1.3. Any damage claim Customer has under an applicable warranty shall be limited by the limitation of liability provision set forth under Section 6 of this Agreement.

THE LIMITED WARRANTIES IN SECTIONS 1.1 AND 1.2 OF THIS ADDENDUM DO NOT APPLY TO SOFTWARE OR SERVICES PROVIDED TO CUSTOMER FREE OF CHARGE, OR SOFTWARE THAT HAS BEEN ALTERED BY CUSTOMER, OR TO UPDATES PROVIDED UNDER SUPPORT, TO THE EXTENT SUCH ALTERATIONS CAUSED A DEFECT.

1.4. Third Party Intellectual Property Infringement Indemnification in Germany or Austria. Section 4 is supplemented by the following additional sentence: CUSTOMER'S STATUTORY CLAIMS FOR DAMAGES SHALL REMAIN UNAFFECTED, PROVIDED, HOWEVER; THAT ANY SUCH CLAIMS SHALL BE LIMITED BY THE LIMITATION OF LIABILITY AS SET FORTH HEREUNDER. SECTION 1 OF THIS ADDENDUM AND SECTION 4 OF THE AGREEMENT STATE QLIK'S SOLE AND ENTIRE OBLIGATION AND LIABILITY, AND CUSTOMER'S SOLE AND EXCLUSIVE RIGHT AND REMEDY, FOR INFRINGEMENT OR VIOLATION OF INTELLECTUAL PROPERTY RIGHTS.

1.5. Limitation of Liability. Sections 6.1 to 6.3 of the Agreement are not applicable. Instead, subject to the provisions below, Qlik's statutory liability for damages shall be limited as follows:

1.5.1. Qlik shall be liable only up to the amount of damages as typically foreseeable at the time of entering into the purchase agreement in respect of damages caused by a slightly negligent breach of a material contractual obligation (i.e. a contractual obligation the fulfilment of which is essential for the proper execution of this Agreement, the breach of which endangers the purpose of this Agreement and on the fulfilment of which Customer regularly relies).

1.5.2. Qlik shall not be liable for damages caused by a slightly negligent breach of a non-material contractual obligation. The aforesaid limitation of liability shall not apply to any mandatory statutory liability, in particular to liability under the German Product Liability Act, liability for assuming a specific guarantee, liability for damages caused by willful misconduct or gross negligence, or any kind of willfully or negligently caused personal injuries, death or damages to health.

1.5.3. Customer shall take all reasonable measures to avoid and reduce damages, in particular, to make back-up copies of data on a regular basis and to carry out security checks for the purpose of defending or detecting viruses and other disruptive programs within Customer's IT system.

1.5.4. Regardless of the grounds giving rise to liability, Qlik shall not be liable for indirect and/or consequential damages,

including loss of profits or interest, unless such damage has been caused by Qlik's willful misconduct or gross negligence.

1.5.5. To the extent Qlik's liability is limited or excluded, the same shall apply in respect of any personal liability of Qlik's legal representatives, employees, suppliers, resellers and vicarious agents.

1.5.6. Notwithstanding anything to the contrary, for customers with perpetual licenses, only the right to receive Support will end upon termination of the Agreement. The Parties also agree to exclude the applicability of Section 580a German Civil Code for Qlik Products. Furthermore, the Parties agree that unless otherwise agreed between the Parties, subscriptions shall automatically renew for successive terms equal to the initial subscription period, however not for longer periods than 24 months. For clarity, Customers with multi-year subscriptions, which are auto renewed, may terminate such renewal only after 24 months, unless otherwise agreed by the Parties in writing.

1.6. If a Customer subscribes to Qlik Cloud, Qlik's Service Level Agreement shall be amended to include the following sentence: IN ADDITION, STATUTORY DAMAGES SHALL REMAIN UNAFFECTED, PROVIDED, HOWEVER, THAT ANY SUCH CLAIMS SHALL BE LIMITED BY THE LIMITATION OF LIABILITY AS SET FORTH IN THE AGREEMENT (LESS THE VALUE OF ANY SERVICE CREDITS PAID BY QLIK IN RESPECT OF THE RELEVANT QUARTER).

1.7. Qlik Cloud Warranty. Section 4.5 of the Agreement shall be amended to include the following additional sentence:

IN ADDITION, STATUTORY DAMAGES SHALL REMAIN UNAFFECTED, PROVIDED, HOWEVER; THAT ANY SUCH CLAIMS SHALL BE LIMITED BY THE LIMITATION OF LIABILITY AS SET FORTH IN THE AGREEMENT (LESS THE VALUE OF ANY SERVICE CREDITS PAID BY QLIK IN RESPECT OF THE RELEVANT QUARTER).

2. Customers in Australia

The terms in this Section 2 are applicable to any Customer who obtains its license key(s) from QlikTech Australia Pty Ltd or is subject to the governing law of Australia as set forth in Table 1 of this Agreement; and designates an address on an Order Form in Australia.

2.1. Warranties Limitations and Disclaimers for Customers in Australia. If Customer is a "consumer" under the Competition and Consumer Act 2010 (Cth), then: (a) Customer's rights under Section 4 of the Agreement are separate and additional to any warranties or consumer guarantees that cannot be excluded under Australian law (including, without limitation, consumer guarantees as to title and acceptable quality under the Competition And Consumer Act) ("Non-Excludable Rights"); the limitations, exclusions and disclaimers contained in this Agreement shall not be apply to the extent that they purport to exclude any Non Excludable Rights; and (b) with respect to claims relating to breach of any Non Excludable Rights, the liability of Qlik is limited (where Qlik is authorized by law to do so) at Qlik's option to any one of resupplying, replacing or repairing, or paying the cost of resupplying, replacing or repairing the goods in respect of which the breach occurred, or resupplying or paying the cost of resupplying, the services in respect of which the breach occurred.



SUBSCRIPTION AND SERVICES TERMS:

<https://www.qlik.com/us/legal/legal-agreements>

<https://www.qlik.com/us/legal/product-terms>

Capacity Limit and Overage. Usage rights for Qlik Products are limited to the quantities and the capacity limits in the Qlik Product and Services table above (“Usage Rights”). Qlik Cloud Products set forth in the table above will continue without interruption in use even if the Capacity Limit has been exceeded. If actual usage exceeds its purchased Usage Rights, Partner will be invoiced and shall pay for such excess usage monthly in arrears at the fees set forth below. Additional information regarding Overage can be found in the Product Description at www.qlik.com/product-terms.

OVERAGE PRICING

Product Description: Overage for Qlik Cloud Analytics Enterprise (250 GB Data Pack)

Overage Unit of Measure: Per 5 GB

Price per Unit: \$342.11

Product Description: Overage for Qlik Talend Cloud Enterprise Bundle Included 3rd Party Data Transformation 750 GB

Overage Unit of Measure: Per 75 GB

Price per Unit: \$131.58

Product Description: Overage for Qlik Talend Cloud Enterprise Bundle Included 6000 Executions/250 Job Hours

Overage Unit of Measure: Per 600 Execution/25 Job Hours

Price per Unit: \$789.47

Product Description: Overage for Qlik Talend Cloud Enterprise Bundle Included Data Volume 750 GB

Overage Unit of Measure: Per 75 GB

Price per Unit: \$789.47

*Any capacity limits reflected in the Product Description are monthly.

**Partner will be billed for the number of overage units incurred, including partially used quantities.

General Terms

1. The Qlik Products and Services on this Order Form between QlikTech Inc. (“Qlik”) and the Partner are governed by and subject to the terms and conditions set forth in this Order Form and the Partner agreement executed by Partner and Qlik (or a Qlik Affiliate) that governs Partner’s participation in the applicable Qlik Partner Program (the “Agreement”), which includes Partner’s right to resell Qlik products or services. For the purposes of this Order Form only, all references to Qlik or the Qlik Affiliate in the Agreement shall mean the Qlik entity specified above. Partner acknowledges and agrees that it is purchasing a new subscription for Qlik Products, and that this subscription is not a modification, replacement, or amendment of any existing subscription between Customer and Qlik. This Order Form shall supersede any additional or conflicting terms and conditions set forth in any purchase order or other ordering document. By accepting this Order Form, Partner further consents to receive electronic communications from Qlik.

Special Terms

1. Pass Through Terms. Partner agrees to include, pass through and make binding the following additional terms and conditions in its ordering documentation to the Customer for any Qlik Products and Services. Failure to include the following terms shall be a material breach of the Agreement:

a. Qlik Products and Services ordered pursuant to this order form (“Order Form”) shall be subject to and governed by the Qlik Customer Agreement (“Customer Agreement”) made available at www.qlik.com/legal-agreements, and the terms herein. The Qlik Subscription

products set forth on this order include Enterprise-level Support provided directly by Qlik in accordance with Qlik's Support Policy, and for Qlik SaaS products in accordance with Qlik's Service Level Agreement (both available at www.qlik.com/product-terms). Qlik and its Affiliates shall be a third-party beneficiary of this Order Form with respect to these provisions, and shall be entitled to directly enforce these provisions.

b. Notwithstanding the foregoing, the Qlik Sense Government SaaS Products on this Order Form are separately governed by the Qlik Cloud Government Terms of Service attached hereto as an Appendix ("Qlik Cloud Government Terms").

c. Cloud Administrator. The Cloud Administrator is the technical resource for the Customer, who will configure the Qlik Cloud environment. Customer is responsible for confirming the contact name and email above in order to ensure correct delivery of tenant set up information.

Qlik® Cloud Government Terms of Service Agreement

1. Definitions

Unless defined elsewhere in this Agreement, the capitalized terms utilized in this Agreement are defined below.

"Account Data" means specific Customer Data is that exempt from the boundary established in Qlik's FedRAMP System Security Plan and permitted within Qlik corporate services.

"Agreement" means these Qlik Cloud Government Terms of Service, and any Order Form(s) between Qlik and Customer for the provision of Qlik Cloud Government and any applicable Qlik Software or Services used in connection with Qlik Cloud Government.

“Authorized Third Party” means any third party authorized by Customer to access and use Qlik Products.

“Authorized Reseller” means a reseller, distributor or other third party authorized by Qlik to sell Qlik Products or Services.

“Authorized User” means an employee or Authorized Third Party of Customer, who has been authorized by Customer to use the Qlik Products in accordance with the terms and conditions of this Agreement and has been allocated a license or user credentials.

“Confidential Information” means non-public information that is disclosed by or on behalf of a Party under or in relation to this Agreement that is identified as confidential at the time of disclosure or should be reasonably understood to be confidential or proprietary due to the nature of the information and/or the circumstances surrounding its disclosure.

Confidential Information does not include information which, and solely to the extent it: (i) is generally available to the public other than as a result of a disclosure by the receiving Party or any of its representatives; (ii) was known or becomes known to the receiving Party from a source other than disclosing Party or its representatives without having violated any confidentiality agreement of the disclosing Party; (iii) is independently developed by the receiving Party without the use or benefit of any of the disclosing Party’s Confidential Information; or (iv) was disclosed by the disclosing Party to a third party without an obligation of confidence. In any dispute concerning the applicability of these exclusions, the burden of proof will be on the receiving Party and such proof will be by clear and convincing evidence.

“Consulting Services” means any consulting services performed by Qlik under the terms of this Agreement and any applicable Order Form.

“Content” means information, data and metadata created, collected, processed, maintained, disseminated, disclosed or disposed of by or for the Customer in any medium or form provided by Customer or any Authorized User for use with Qlik Cloud Government.

“Customer” means any of the following third parties that is permitted by Qlik to use, license or access Qlik Cloud Government: (a) the federal government, a federal government department and/or United States federal governmental agency of the United States; (b) a state or local government or a state or local governmental department or agency located in the United States; (c) K-12 & Higher Education utilizing a Government Contracting Vehicle; (d) Healthcare vendors/hospitals (not payers) utilizing a government contracting vehicle; or (e) system integrators, contractors and companies doing work for the Government solely in connection with such work for a Government entity, in each case that has entered into this Agreement by electronically accepting the terms or by accessing or using the Qlik Products; or where an Order Form has been executed, then Customer means the entity identified on the Order Form. For clarity, a Customer may include the Government public safety agencies, tribal, territorial, federally funded research centers (FFRDCs), or lab entities.

“Delivery Date” means the date on which access to the Qlik Products is initially made available (via download or otherwise) to Customer or to the Authorized Reseller as applicable, which date may be specified in an Order Form.

“Documentation” means the then-current user documentation for the Qlik Products, including the product metrics available at www.qlik.com/product-terms.

“Education Services” means any training or education services performed by Qlik under the terms of this Agreement and any applicable Order Form.

“Export Control Laws” means export control laws and regulations of the U.S., E.U., and other governments, as well as regulations declared by the U.S. Department of the Treasury Office of Foreign Assets Control, the U.S. Department of Commerce, the Council of the E.U. and their counterparts under applicable law (“Export Control Laws”), including all end user, end-use and destination restrictions imposed by such Export Control Laws.

“External Use” means an Authorized Third Party’s use of any Qlik Products, which are designated for external use in the Documentation, provided such use is solely in connection with Customer’s business relationship with the Authorized Third Party.

“FedRAMP” means the Federal Risk and Authorization Management Program.

“IP Claim” means a claim brought by a third party alleging that the Qlik Products, as delivered by Qlik and used as authorized under this Agreement, infringes upon any third-party copyright, trademark or a patent.

“Government” means any an agency, department, territory, or instrumentality of the U.S. government or an agency, department, or instrumentality of a state, county, municipal, or local government located in the United States.

“Order Form” means an order form, statement of work or written document pursuant to which Customer orders Qlik Products or Services to be performed by Qlik and executed by the Parties or by Customer and an Authorized Reseller.

“Party” or “Parties” means Qlik and Customer, individually and collectively, as the case may be.

“Platform Data” means the statistical data and performance information, analytics, metadata, or similar information, generated through instrumentation and logging systems, regarding the operation of Qlik Cloud Government, including Customer’s use of Qlik Cloud Government.

“Qlik Acceptable Use Policy” means Qlik’s then-current Qlik Cloud Acceptable Use Policy located at www.qlik.com.

“Qlik Cloud Government” means a subscription-based, hosted solution provided and managed by Qlik under this Agreement to which the Customer is being granted access via a website or other designated IP address.

“Qlik Marks” means Qlik’s trademarks, service marks, trade names, logos, and designs, relating to Qlik Products, whether or not specifically recognized, registered or perfected, including without limitation, those listed on Qlik’s website.

“Qlik Products” means Software and Qlik Cloud Government. Qlik Products do not include Services or early release, beta versions or technical previews of product offerings.

“Rules of Behavior” means Qlik’s then-current Qlik Cloud Government Rules of Behavior for External Users(available at <https://www.qlik.com/us/legal/qlik-cloud-government-onboardingterms>).

“Services” means Support, Consulting Services or Education Services performed by Qlik under the terms of this Agreement and any applicable Order Form. Services does not include Qlik Cloud Government.

“Software” means the generally available release of the Qlik software, in object code form, initially provided or made available to Customer as well as updates thereto that Qlik elects to make available at no additional charge to all of its customers that subscribe to Support for the Software.

“Subscription” means access to and usage of Qlik Cloud Government subject to this Agreement.

“Support” means end user support and access to updates for the Qlik Products, which are provided by Qlik as part of a subscription for Qlik Products.

2. Agreement

These Qlik Cloud Government Terms of Service (“Terms”) are effective when (A) a Customer places an Order with the Qlik entity identified in Table 1 to this Agreement (“Qlik”) or (B) an Authorized Reseller places an order on behalf of the Customer (each an “Order Form”), are by and between Qlik and the Customer specified in the

Order Form. These Terms govern the Customer’s access to and use of Qlik Cloud Government and related Qlik Products and Services as referenced on the applicable Order Form. If the Customer does not agree to the Terms, or to any part of the Agreement, or if the Terms are not incorporated into the Order Form, the Customer must not use Qlik Cloud Government.

3. Customer Rights and Responsibilities

3.1. Use of Qlik Cloud Government. Customer directly, or through a Qlik Partner, may purchase a Subscription to Qlik Cloud Government. Qlik will provide the Customer and the Customer’s Authorized Users with non-exclusive access to Qlik Cloud Government, provided any use of Qlik Cloud Government shall be (i) in accordance with the Documentation and this Agreement; and (ii) for the authorized scope and quantities which may be specified in an Order Form. Customer may use Qlik Cloud Government solely for the Customer’s own internal governmental purposes.

3.2. Use of Qlik Software. Subject to the terms of this Agreement, in the event Customer licenses Qlik Software to support its transition to Qlik Cloud Government, Qlik grants to Customer a world-wide, non-exclusive, non-transferable and nonsublicensable right for its Authorized Users to access or use Qlik Software for Customer’s internal business operations and for External Use, provided any use of Qlik Software shall be (i) in accordance with the Documentation and this Agreement; and (ii) for the authorized scope and quantities which may be specified in an Order Form.

3.3. Services. Qlik will support Qlik Cloud Government and related Qlik Software in accordance with Qlik’s Public Sector Service Level Agreement (available at <https://www.qlik.com/us/legal/qlik-cloud-government-onboardingterms>) for Customer’s

subscription period. Qlik may provide Consulting or Education Services to Customer pursuant to this Agreement, any applicable product descriptions (available at www.qlik.com/product-terms) and any applicable Order Form.

3.4. Restrictions. Customer will not, nor permit nor authorize anyone to: (i) make any Qlik Products available to anyone other than Customer or its Authorized Users; (ii) offer, use, or otherwise exploit the Qlik Products whether or not for a fee, in any managed service provider (MSP) offering; platform as a service (PaaS)

offering; service bureau; or other similar product or offering; (iii) input, process or store any classified data in Qlik Cloud Government; (iv) copy, decompile, disassemble or reverse engineer or otherwise attempt to extract or derive the source code or any methods, algorithms or procedures from the Qlik Products, except as otherwise expressly permitted by applicable law, or modify, adapt, translate or create derivative works based upon the Qlik Products; (v) alter or circumvent any product, key or license restrictions, or transfer or reassign a named user license or entitlement, in such a manner that enables Customer to exceed purchased quantities, defeat any use restrictions, or allows multiple users to share such entitlement to exceed purchased quantities;

(vi) copy or create Internet “links” to Qlik Cloud Government or “frame” or mirror” any of the Qlik Cloud Government; (vii) permit direct or indirect access to or use of Qlik Cloud Government or Content in a way that circumvents any usage limit; (viii) use the Qlik Products if Customer is a competitor of Qlik; or (viii) access or use

the Qlik Products in order to (a) build a competitive product or service, (b) build a product using similar ideas, features, functions or graphics of the Qlik Products, or (c) copy any ideas, features, functions or graphics of the Qlik Products.

3.5. Content. Customer acknowledges and agrees that it has sole responsibility: (i) to administer Authorized User access to its account on Qlik Cloud Government and the Content, (ii) for the input and administration of Content in Qlik Cloud Government, including deletion of Content, (iii) to ensure it has all rights necessary to use, transmit and display Content and for Qlik to host, store, adapt or integrate such Content as required to provide Qlik Cloud Government, (iv) for maintaining Content on the systems from which they are sourced and making backup copies of Content; and (v) to ensure that all Authorized Users abide by the Qlik Acceptable Use Policy and the Rules of Behavior while accessing Qlik Cloud Government. Customer hereby represents and warrants on behalf of itself and its Authorized Users that it has all of the rights in the Content necessary for the

use, display, publishing, sharing and distribution of the Content and that such use of the Content under this Agreement does not violate any third-party rights, laws or this Agreement. Qlik is not responsible for the accuracy, completeness, appropriateness, copyright compliance or legality of any Content.

3.6. Authorized Third Parties. If Customer chooses to have an Authorized Third Party access Qlik Cloud on its behalf, including Qlik employees accessing Qlik Cloud Government at Customer's request, Customer acknowledges that Customer, and not Qlik, is solely responsible and liable for (i) the acts and omissions of such

Authorized Third Party in connection with Qlik Cloud Government; (ii) any Content that Customer requests or instructs the Authorized Third Party to include in Qlik Cloud Government; and (iii) the issuance, removal and/or deactivation of the credentials issued for such Authorized Third Party.

3.7. Security. Qlik will use commercially reasonable, industry standard security measures in providing Qlik Cloud Government and will comply with such data security regulations applicable to Qlik Cloud Government. Qlik has implemented appropriate technical and procedural safeguards to protect and secure Content. Qlik Cloud Government is hosted and delivered from a data center operated by a third-party provider, which is solely responsible for the underlying infrastructure and hosting of Qlik Cloud Government. Qlik reserves the right to remove or update its third-party provider. Customer is solely responsible for any breach or loss resulting from: (i) Customer's failure to control user access; (ii) failure to secure Content which Customer transmits to and from

Qlik Cloud Government; and (iii) failure to implement security configurations and encryption technology to protect Content.

3.8. Data Privacy. The terms of the Data Processing Addendum at www.qlik.com/legal-agreements ("DPA") are incorporated by reference when executed by Customer as set forth in the DPA and received by Qlik, and shall apply to the extent Content includes "Customer Personal Data" as defined in the DPA. Customer and Authorized Users are not permitted to store, maintain, or process payment card information or related financial information subject to Payment Card Industry Data Security Standards, Protected Health Information (as defined under the Health Insurance Portability and Accountability Act of 1996 (HIPAA)).

3.9. Access. Customer may only use Qlik Products activated with a product key or other credentials provided by Qlik or via an Authorized Reseller. Customer is solely and directly responsible (a) for maintaining the security of all keys, user IDs, passwords and other credentials, (b) for all activities taken by its Authorized Users or under any of its keys or credentials; (c) for Customer's and Authorized Users' compliance with this Agreement and applicable laws, including Export Control Laws; and (d) to promptly notify Qlik of any unauthorized use or access and take all steps necessary to terminate such unauthorized use or access. Customer will provide Qlik with such cooperation and assistance related to any unauthorized use or access as Qlik may reasonably request.

4. Term and Termination

4.1 Term. Customer's and its Authorized Users' access to Qlik Products and Services shall remain in effect, unless earlier terminated, for the applicable subscription term set forth in the Order Form for such subscription ("Term"). Subscriptions may not be cancelled in whole or in part during any Term. Where permitted by applicable law or government appropriations process, a Term shall automatically renew for renewal terms of the same duration at Qlik's then-prevailing rates for the applicable Qlik Products, unless and until Customer or Qlik elects to non-renew the Term by providing written notice to the other Party at least 45 days prior to the end of the then-current Term. If a Subscription cannot be automatically renewed due to applicable law or government

appropriations processes, then Subscriptions shall automatically terminate at the end of the-then current Term, unless Qlik receives written notice of renewal no later than forty-five (45) days prior to the end of the then-current Term.

4.2 Termination for Breach. The Customer may terminate this Agreement (without resort to court or other legal action) if Qlik fails to cure a material breach within thirty (30) days in accordance with FAR 51.212-4(m) or other similar law or regulation if applicable to the relevant Order Form.

4.3 Termination for Cause. Subject to 41 U.S.C. § 71 (Contract Disputes), FAR 52.233-1-1 (Disputes), applicable local law or regulation, and unless a remedy is otherwise ordered by a United States Federal Court, Qlik may terminate the Agreement if it is determined that the Customer failed to comply with the Terms. Customer may terminate the Agreement

effective immediately upon written notice to Qlik if Qlik (A) fails to cure a breach of the Agreement within 30 days of notice of the breach, or (B) commits an incurable material breach of the Agreement, or (C) terminates or suspend its business.

4.4 Qlik may terminate Customer's or any individual Authorized User's access to all or any part of Qlik Cloud Government at any time if required by applicable law, effective immediately, which may result in the forfeiture and destruction of all information within Customer's subdomain. If the Qlik Products are purchased through

an Authorized Reseller, Qlik may terminate any right to use the Qlik Products pursuant to this Section in the event Qlik fails to receive payment for such Qlik Products.

4.5 Termination for Convenience. Customer may terminate the Agreement for its sole convenience in accordance with FAR 52.212-4(l) or similar law or regulation if the clause is applicable to the relevant Order Form.

4.6 Effect of Termination. Upon any termination or expiration of this Agreement, Customer and its Authorized Users' right to access and use the Qlik Products and Services shall automatically cease. No refunds or credits of any prepaid fees shall be granted in the event of any termination or expiration. All provisions of this

Agreement which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability. Termination of this Agreement or any licenses or subscriptions shall not prevent either Party from pursuing all available legal remedies, nor shall such termination relieve Customer's obligation to pay all fees that are owed.

4.7 Qlik may, without limiting its other rights and remedies, suspend Customer's access to Qlik Cloud Government at any time if: (i) required by applicable law, (ii) Customer or any Authorized User is in violation of the terms of this Agreement, the Qlik Acceptable Use Policy and/or the Rules of Behavior, or (iii) Customer's use disrupts the integrity or operation of Qlik Cloud Government or interferes with the use by others. Qlik will use reasonable efforts to notify Customer prior to any suspension, unless prohibited by applicable law or court order.

5. Warranties; Disclaimer; Limitation of Liability

5.1. Warranty. Qlik warrants that Qlik Cloud Government will perform substantially in accordance with the applicable Documentation when used as authorized under this Agreement. This warranty will not apply (i) unless Customer notifies Qlik of a claim under this warranty within 30 days of the date on which the condition giving rise to the claim first appears, or (ii) the event giving rise to the warranty claim was caused by misuse, unauthorized modifications, or third-party hardware, software or services. Customer's exclusive remedy and Qlik's sole liability with regard to any breach of this warranty will be, at Qlik's option and expense, to

either: (i) repair or replace the non-conforming portion of Qlik Cloud Government or (ii) terminate the affected portion of Qlik Cloud Government and refund Customer, on a pro rata basis, any unused, prepaid fees as of the termination effective date, but in no event less than one thousand U.S. dollars (USD \$1,000).

5.2. Consulting and Education Warranty. Qlik warrants that Consulting Services and Education Services will be performed using reasonable care and skill consistent with generally accepted industry standards. For any claimed breach of this warranty, Customer must notify Qlik of the warranty claim within thirty (30) days of Customer's receipt of the applicable Consulting Services or Education Services. Customer's exclusive remedy and Qlik's sole liability with regard to any breach of this warranty will be, at Qlik's option and expense, to either: (i) re-perform the nonconforming Consulting Services or Education Services; or (ii) refund to Customer the fees paid for the non-conforming Consulting Services or Education Services. Customer shall provide reasonable assistance to Qlik in support of its efforts to furnish a remedy for any breach of this warranty.

5.3. Disclaimer. EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION, THE QLIK PRODUCTS AND SERVICES ARE

PROVIDED "AS IS," "AS AVAILABLE" AND WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED,

INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF, MERCHANTABILITY, AND FITNESS FOR A

PARTICULAR PURPOSE, AND ANY WARRANTIES IMPLIED BY ANY COURSE OF PERFORMANCE OR USAGE OF TRADE, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. QLIK AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, SUPPLIERS, PARTNERS, SERVICE PROVIDERS AND LICENSORS DO NOT WARRANT THAT: (I) THE QLIK PRODUCTS WILL BE AVAILABLE AT ANY PARTICULAR TIME OR LOCATION; (II) THE QLIK PRODUCTS WILL BE FREE OF DEFECTS OR ERRORS, (III) THE QLIK PRODUCTS ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS; (IV) THAT THE QLIK PRODUCTS WILL NOT HARM COMPUTER SYSTEMS; OR (V) THE RESULTS OF USING THE QLIK PRODUCTS WILL MEET CUSTOMER'S OR AUTHORIZED USERS' REQUIREMENTS. FURTHER, ANY PREDICTIVE SERVICES INCLUDED IN QLIK CLOUD ARE BASED ON CUSTOMER'S CONTENT AND INPUT INTO QLIK CLOUD AND SUCH SERVICES ARE NOT A GUARANTEE OF RESULTS OR FUTURE PERFORMANCE.

5.4. Limitation of Liability. Except for: (i) Qlik's indemnification obligations hereunder; (ii) Customer's breach of Section 3.3 (Restrictions), or Section 3.8(c) (Export Control); or (iii) Customer's violation of Qlik's intellectual property rights, each Party's maximum cumulative liability for any claims, losses, costs (including attorney's fees) and other damages arising under or related to this Agreement, regardless of the form of action, whether

in contract, tort (including but not limited to negligence or strict liability) or otherwise, will be limited to actual damages incurred, which will in no event exceed the greater of (a) one thousand dollars (USD \$1,000); or (b) the aggregate amount of subscription fees paid by Customer for Qlik Cloud Government for the twelve month period immediately preceding the date upon which the events giving rise to such claim occurred.

5.5. Exclusion of Damages. EXCEPT FOR EITHER PARTY'S BREACH OF THE OTHER PARTY'S INTELLECTUAL

PROPERTY RIGHTS, IN NO EVENT SHALL EITHER PARTY BE LIABLE UNDER CONTRACT, TORT, STRICT LIABILITY,

NEGLIGENCE, WARRANTY OR ANY OTHER LEGAL OR EQUITABLE THEORY WITH RESPECT TO THE

SERVICES, INCLUDING FOR ANY LOST PROFITS, DATA OR CONTENT LOSS, COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, LOSS OF GOODWILL, OR FOR ANY SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE, COMPENSATORY OR CONSEQUENTIAL

DAMAGES OF ANY KIND WHATSOEVER, EVEN IF THE PARTY HAD BEEN ADVISED AS TO THE POSSIBILITY OF SUCH DAMAGES.

5.6. THE LIMITATIONS, EXCLUSIONS AND DISCLAIMERS CONTAINED IN THIS AGREEMENT ARE INDEPENDENT OF ANY AGREED REMEDY SPECIFIED IN THIS AGREEMENT AND WILL APPLY TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, EVEN IF ANY AGREED REMEDY IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE. TO THE EXTENT THAT QLIK MAY NOT, AS A MATTER OF LAW, DISCLAIM ANY WARRANTY OR LIMIT ITS LIABILITIES, THE SCOPE OR DURATION OF SUCH WARRANTY AND THE EXTENT OF QLIK'S LIABILITY WILL BE THE MINIMUM PERMITTED UNDER SUCH LAW. IF A WAIVER, RIGHT, OR REMEDY IS EXERCISED PURSUANT TO MANDATORY LAW, IT SHALL BE EXERCISED SOLELY FOR THE PURPOSE PROVIDED AND IN CONFORMANCE WITH THE PROCEDURES AND LIMITATIONS EXPRESSLY PROVIDED FOR BY SUCH LAW.

6. Intellectual Property Rights; Indemnification

6.1. Ownership. Customer retains all right, title and interest in and to all Content. Qlik retains all right, title and interest in and to the Qlik Products, Platform Data, and if applicable, all deliverables resulting from performance of Consulting Services, including all know-how, methodologies, designs and improvements to the Qlik Products, but excluding any Content incorporated into any such deliverable. Qlik hereby grants Customer a non-exclusive license to use any deliverables or work product that are the result of any Consulting Services in connection with Customer's authorized use of the Qlik Products.

6.2. Retention of Rights. No title or ownership of any proprietary or other rights related to Qlik Products is transferred or sold to Customer or any Authorized User pursuant to this Agreement. All intellectual property rights not explicitly granted to Customer are reserved and Qlik, its affiliates, and their respective suppliers or licensors, where applicable, retain all right, title and interest in and to the Qlik Products, including all intellectual property rights embodied therein, as well as to all Qlik Marks. Customer is not obligated to provide Qlik with any suggestions or feedback about the Qlik Products, but if Customer elects to do so, Qlik may use and modify this feedback for any purpose, including developing and improving the Qlik Products, without any liability, time limitation, restriction, or payment to Customer.

6.3. Indemnification by Qlik. Qlik shall defend, indemnify and hold Customer and its directors, officers, employees, agents, and permitted successors and assigns harmless from any damages and costs awarded against Customer and its directors, officers, employees, agents, successors and assigns as a result of an IP

Claim. Qlik will not be liable for any IP Claim arising from or based upon: (i) any unauthorized use of, unauthorized access granted to or unauthorized distribution of the Qlik Products; and/or (ii) use of any Content with or in Qlik Cloud Government. If the Qlik Products become, or, in Qlik's opinion, is likely to become, the subject of an IP Claim, Qlik may, at its option and expense, either: (i) obtain the right for Customer to continue using the affected Qlik Products in accordance with this Agreement; (ii) replace or modify the Qlik

Product so that it becomes non-infringing while retaining substantially similar functionality; or (iii) if neither of the foregoing remedies can be reasonably effected by Qlik, terminate this Agreement (without need for a ruling by a court or arbitrator) and refund Customer any prepaid fees covering the remainder of the term of the terminated subscription. THIS SECTION 6.3 STATES QLIK'S SOLE AND ENTIRE OBLIGATION AND LIABILITY, AND CUSTOMER'S SOLE AND EXCLUSIVE RIGHT AND REMEDY, FOR INFRINGEMENT OR VIOLATION OF INTELLECTUAL PROPERTY RIGHTS.

6.4. Conditions. Qlik's indemnification obligations hereunder are subject to: (i) prompt notification of a claim in writing to the indemnifying party; (ii) consent to allow Qlik to have sole control of the defense and any related settlement negotiations; and (iii) provision of information, authority and assistance as necessary for the defense and settlement of the IP Claim.

7. Fees; Payment and Taxes

7.1. Customer shall pay all fees due within thirty (30) days from the date of Qlik's valid invoice therefor, unless otherwise stated on an Order Form. Fees are not subject to any right of offset or suspension and all payments shall be non-cancelable, nonrefundable and non-creditable. Fees do not include sales, use, value-added or other taxes or duties. Customer agrees to pay all applicable taxes and duties on Fees for which Qlik is required to

pay or account, exclusive of any tax on Qlik's income. Customer shall directly pay any such taxes or duties assessed against it unless Customer provides Qlik in a timely manner with a valid certificate of exemption or other evidence that items are not taxable. If Customer is required by law or regulation to make any

deduction or withholding (whether on account of tax or otherwise) from any payment, Customer shall, notify Qlik in writing of such deduction or withholding requirement prior to making the payment to Qlik. Customer shall, in accordance with the law, withhold such deduction or withholding taxes from the amount due to Qlik, remit the deduction or withholding taxes to the appropriate tax authority, and furnish Qlik with proof of payment of such deduction or withholding taxes within thirty (30) days following payment thereof. Where Qlik is entitled under any applicable tax treaty to a reduction in the rate of, or the elimination of, applicable withholding tax, the parties agree to cooperate in accordance with applicable law to claim such a reduction. If Customer fails to make any payment when due hereunder, Qlik will be entitled to withhold further orders to Customer. If the Customer fails to pay any Fee when due, then Qlik may charge Customer interest in an amount of one percent (1%) per month, or such lower rate as may be mandated by applicable law, on the unpaid balance from the due date and/or suspend access to the Qlik Products. In the event any use of Qlik

Products exceeds purchased quantities ("Overage"), without limiting Qlik's other rights and remedies at law or in equity, Customer will be invoiced and shall pay for such Overage as specified in an Order Form.

8. Confidentiality

8.1. Each Party will hold in confidence the other Party's Confidential Information and will not disclose or use such Confidential Information except as necessary to exercise its express rights to perform its express obligations hereunder. Any Party's disclosure of the other Party's Confidential Information may be made only to those of its employees or consultants who need to know such information in connection herewith and who have agreed to maintain the Confidential Information as confidential as set forth herein.

Notwithstanding the foregoing, a Party may disclose the other Party's Confidential Information to the extent that it is required to be disclosed in accordance with an order or requirement of a court, administrative agency or other governmental body, provided that such Party, to the extent permitted by law, provides the other Party with prompt notice of

such order or requirement in order that it may seek a protective order. Each Party's confidentiality obligations hereunder will continue for a period of three (3) years following any termination of this Agreement, provided, however, that each Party's obligations will survive and continue in effect thereafter with respect to, and for

so long as, any Confidential Information continues to be a trade secret under applicable law. Qlik recognizes that Customers may be subject to the Freedom of Information Act 5 U.S.C. 552 or other similar open records law which may require that certain information be released, despite being characterized as "confidential" by the

vendor. The Parties acknowledge and agree that the Qlik Products and all pricing information are Confidential Information of Qlik.

9. General

9.1. Entire Agreement; Severability; No Waiver; Headings. This Agreement is the entire agreement between Customer and Qlik with respect to the Qlik Products and supersede all prior or contemporaneous communications and proposals (whether oral, written or electronic) between Qlik and Customer with respect to

the Qlik Products, including any prior version of this Agreement. If any provision of this Agreement is found to be unenforceable or invalid, that provision will be limited or eliminated to the minimum extent necessary so that this Agreement will otherwise remain in full force and effect and enforceable. The failure of either party to

exercise in any respect any right provided for herein shall not be deemed a waiver of any further rights hereunder. In addition, this Agreement shall supersede any conflicting or contradictory terms

contained in any purchase order, order form, or any other document Customer submits to any of Qlik's designated vendors in connection with a purchase of a subscription to the Qlik Products, and any such conflicting or contradictory terms will be of no force or effect.

Failure to enforce any part of this Agreement shall not constitute a waiver of any right to later enforce that or any other part of this Agreement. The section and paragraph headings in this Agreement are for convenience only and shall not affect their interpretation.

9.2. Governing Law; Jurisdiction. This Agreement is governed by the law of the jurisdiction set out in Table 1 corresponding to the Qlik entity identified therein as the contracting party,

but excluding any conflict of law rules or the United Nations Convention on Contracts for the International Sale of Goods, the application of

which is hereby expressly excluded. Any suit, action or proceeding arising out of or relating to this Agreement will be brought before the courts or arbitration boards set out in Table 1 corresponding to the contracting Qlik entity, and the Parties hereby expressly and irrevocably submit to the exclusive jurisdiction of such courts or

arbitral bodies for the purpose of any such suit, action or proceeding. Notwithstanding anything to the contrary in this Agreement, either Party may at any time seek injunctive or interlocutory relief in a court of competent jurisdiction in order to protect any urgent interest of such Party, including, without limitation, the confidentiality and use restrictions of this Agreement. TO THE EXTENT AVAILABLE UNDER APPLICABLE LAW, CUSTOMER EXPRESSLY WAIVES ANY RIGHT TO A JURY TRIAL REGARDING DISPUTES RELATED TO THIS AGREEMENT.

9.3. Early Release Products. Qlik may, in its discretion, periodically provide certain Customers with an opportunity to test additional early release features or functionality in connection with Qlik Products. Customer may decline to participate in the testing of such additional features or functionality at any time. Customer

acknowledges that such features or functionality are not considered part of the Qlik Products under this Agreement, are not supported, are provided “as is” with no warranties of any kind and may be subject to additional terms. Qlik reserves the right at any time, in its sole discretion, to discontinue provision of, or to modify, any such features or functionality provided for testing purposes.

9.4. Third Party Materials. Qlik Products may incorporate or otherwise access certain open source or other third-party software, data, services, or other materials for the hosting and delivery of the Qlik Products, which are identified in the Documentation (the “Third-Party Materials”). Qlik represents that if the Qlik Products are used in accordance with this Agreement, such use shall not violate any license terms for the Third-Party Materials. Qlik makes no other representation, warranty, or other commitment regarding the Third-Party Materials, and hereby disclaims any and all liability relating to Customer’s use thereof.

9.5. Connectivity to Third-Party Applications. Use of Qlik Products to connect or interoperate with or access third-party webbased applications or services may be governed

by terms and conditions established by such third party. Third-party application programming interfaces and other third-party applications or services (“Third-Party Applications”) are not managed by Qlik, and Qlik shall have no liability for connectivity if any Third-Party Applications are changed or discontinued by the respective third parties. Qlik does not support, license, control, endorse or otherwise make any representations or warranties regarding any Third-Party Applications.

9.6. Force Majeure. FAR 52.212-4(f) governs all excusable delays defined as an occurrence beyond the reasonable control of the Qlik and without its fault or negligence such as, acts of God or the public enemy, acts of the Government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather, and delays of common carriers. Qlik will notify the Customer in writing as soon as it is reasonably possible after the commencement of any excusable delay, setting forth the full particulars in connection therewith, shall remedy such occurrence with all reasonable dispatch, and shall

promptly give written notice to the Customer of the cessation of such occurrence.

9.7. Recordkeeping, Verification and Audit. While this Agreement is in effect and for one (1) year after the effective date of its termination, upon request by Qlik but not more than once per calendar year, Customer shall conduct a self-audit of its use of the Qlik Products and, within ten (10) business days after receipt of

such request, submit a written statement to Qlik verifying that it is in compliance with the terms and conditions of this Agreement. Qlik shall have the right, on its own or through its designated agent or third-party accounting firm, to conduct an audit of Customer’s use and deployment of the Qlik Products and monitor use of Qlik Cloud Government, in order to verify compliance with this Agreement. Qlik’s written request for audit will be submitted to Customer at least fifteen (15) days prior to the specified audit date, and such audit shall be conducted during regular business hours and with the goal of minimizing the disruption to Customer’s business. If such audit discloses that Customer is not in material compliance with the terms of this Agreement, then Customer shall be responsible for the reasonable costs of the audit, in addition to any other fees or damages to which Qlik may be entitled under this Agreement and applicable law.

9.8. Commercial Terms. Qlik Cloud Government is a commercial item and commercial off the shelf product as defined in FAR Part 202-1. These Terms reflect (a) standard commercial practices for the acquisition of Qlik Cloud Government and (b) terms and conditions that Qlik customarily provides to its other customers. These Terms apply to the Customer's use of Qlik Cloud Government as consistent with applicable law and regulation. If the Agreement conflicts with applicable law and regulation (such as FAR Part 12.212(a)), those terms are deleted and unenforceable as applied to any Order Forms. Qlik developed Qlik Cloud Government solely at private expense. All other use is prohibited.

9.9. Assignment; Relationship between the Parties. Unless law or regulation prohibit restrictions on transfer, Customer may only assign the Terms, any Order Form, or any right or obligation under the Agreement, or delegate any performance, with Qlik's prior written consent, which will not be unreasonably withheld. Qlik

may assign its right to receive payment in accordance with the Assignment of Claims Act (31 U.S.C. § 3727) and FAR 52.212- 4(b), and may assign the Agreement if the Anti-Assignment Act (41 U.S.C. § 15) does not prohibit the transfer. Subject to FAR 42.12 (Novation and Change-of-Name Agreements), Customer must recognize Qlik's successor in interest following a transfer of all or substantially all of Qlik's assets or a change in Qlik's name. Any assignment contrary to this Section will be void. The Agreement will be binding upon and benefit the parties and their respective successors and assigns. No agency, partnership, joint venture, fiduciary, or employment relationship is created as a result of this Agreement and neither party has any authority of any kind to bind the other in any respect.

9.10. Notices. All notices concerning a default, breach or violation of this Agreement by Qlik must be in writing and delivered to Qlik: (a) by certified or registered mail; or (b) by an internationally recognized express courier, and shall be addressed to: Qlik at 211 S. Gulph Rd., Suite 500, King of Prussia, PA 19406 USA, Attention:

Legal Department. All other notices to Qlik, including account related communications, will be electronically sent to Qlik at CustomerNotices@qlik.com. Unless otherwise specified in writing by the Customer, all notices to Customer shall be sent to the address provided by Customer in the Order Form.

9.11. Privacy Notices. Qlik’s privacy notices and further information regarding Qlik’s privacy measures, including Qlik’s Product Privacy Notice, may be found at www.qlik.com.

9.12. Evaluation Subscriptions. (a) Qlik may make a free evaluation subscription of Qlik Products (“Free Evaluation Subscription:”) If Customer uses a Free Evaluation Subscription, Qlik will make such Free Evaluation Subscription available to Customer on a trial basis, free of charge, until the earlier of (a) the end of the free trial period for such Free Evaluation Subscription, (b) the start date of Qlik Product subscription purchased by

Customer for such or (c) termination of the Free Evaluation Subscription by Qlik in its sole discretion. Notwithstanding anything to the contrary in this Agreement, a Free Evaluation Subscription is provided “AS IS.” QLIK MAKES NO REPRESENTATION OR WARRANTY AND SHALL HAVE NO INDEMNIFICATION OBLIGATIONS WITH RESPECT TO AN EVALUATION SUBSCRIPTION. QLIK SHALL HAVE NO LIABILITY OF ANY TYPE WITH RESPECT TO AN EVALUATION SUBSCRIPTION, UNLESS SUCH EXCLUSION OF LIABILITY IS NOT ENFORCABLE UNDER APPLICABLE LAW IN WHICH CASE QLIK’S TOTAL AGGREGATE LIABILITY ARISING OUT OF OR RELATING TO AN EVALUATION SUBSCRIPTION IS US\$1,000. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN SECTION 5.4 (“LIMITATION OF LIABILITY”), CUSTOMER SHALL NOT USE THE AN EVALUATION SUBSCRIPTION IN A MANNER THAT VIOLATES APPLICABLE LAWS AND WILL BE FULLY LIABLE FOR ANY DAMAGES CAUSED BY ITS USE OF AN EVALUATION SUBSCRIPTION. ANY DATA AND CONFIGURATIONS ENTERED INTO CUSTOMER’S

EVALUATION SUBSCRIPTION ACCOUNT MAY BE PERMANENTLY LOST UPON TERMINATION OF AN EVALUATION SUBSCRIPTION. (b) For Government Users: Qlik may provide a free Evaluation Subscription to the Qlik Products and Documentation to the U.S. Government as “commercial items,” “commercial computer software,” “commercial computer software documentation,” and “technical data”. If Customer or any Authorized User is using the Evaluation Subscription on behalf of the U.S. Government and these terms fail to meet the U.S.

Government’s needs or are inconsistent in any respect with federal law, Customer and Customer’s Authorized Users must immediately discontinue use of the evaluation. The terms listed above are defined in the Federal Acquisition Regulation and the Defense Federal Acquisition Regulation Supplement.

Governing Law and Venue

Customer Location: United States, Puerto Rico, Jamaica, Virgin Islands (US) or Haiti

Qlik Contracting Entity: QlikTech Inc.

Governing Law:

(i) Federal laws of the United States govern the Agreement without reference to conflict of laws. In the absence of federal laws and/or to the extent federal law permits, the Governing Law shall be the laws of the Commonwealth of Pennsylvania, USA excluding the conflict of law principles, and

(ii) any suit, action or proceeding arising out of or relating to this Agreement (including any noncontractual

dispute or claim) will be settled by the State and Federal Courts of Montgomery County in the Commonwealth of Pennsylvania.