



Order Addendum - Dev Ops 360

This Order Addendum forms a part of the Order and applicable Master Services Agreement (collectively “**Agreement**”) between Customer and Copado, Inc. or one of its Affiliates (collectively “**Copado**”) under which Customer has purchased subscriptions to Copado Services. This function is currently branded as “**Dev Ops 360**”. This Order Addendum describes features, restrictions and notices associated with the Services provided to Users via the Dev Ops 360 Services and functionality that allows Users to interact with applicable third-party products, services or platforms as a part of the Services described in the Agreement. In the event of any conflict or inconsistency between the terms of this Order Addendum and the Master Services Agreement, this Order Addendum shall control.

1. **Additional Definitions** The following definitions are added to the Agreement.

“**Data Warehouse**” means the extracted storage location for Customer Object Data.

“**Documentation**” means the Copado provided training materials <https://success.copado.com/s/> and system documentation, including specifications, user guide, and functionality of Dev Ops 360 located at <https://docs.copado.com/>

“**DevOps 360**” means the Copado Analytics Services, as purchased by Customer, which enables Customer to measure development and implementation performance as specified in the Documentation.

“**ETL**” means “extract, transform, load”; which are three database functions combined into one tool to pull Object Data out of one database and place it into another database.

“**Metadata**” means Salesforce related contextual information about data or data sets such as form fields, hierarchical flow, formats, decision matrices, properties, and underlying definitions or descriptions which provides a framework to identify and classify a variety of other data.

“**Object Data**” means a type of Meta-Data stored in the Salesforce database that relays information about the Planning, Development, Integrate, Test, and Release stages of development.

“**Personally Identifiable Information**” or “**PII**” means information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual, and includes information protected by the following regulations: The General Data Protection Regulation (GDPR), HIPAA/HITECH - Health related information, GLBA - Financial information, Privacy Act - Fair Information Practices for PII held by Federal Agencies, COPPA , FERPA, and FCRA.

2. **Dev Ops 360 Subscription Licenses** Customer must specifically allocate each Dev Ops 360 license to each applied User pursuant to the Agreement.

3. **Interoperation with Third Party Services** The Dev Ops 360 Services may interoperate with other services provided by Salesforce, third parties, and applicable Data Warehouses (collectively “**Third Party Services**”). Customers use of such Third-Party Services are subject to the terms and conditions for such services provided by such third parties and/or as stated in the Documentation.

4. **Exclusions.** Dev Ops 360 Services are not intended for use with PII.

5. **Disclaimer** Copado is not liable for any claims, losses, demands, damages, or suit arising directly or indirectly from use of Dev Ops 360 except when used in accordance with its intended use. Copado stores only Object Data or Metadata (collectively for this Section 5, “**Data**”) in the Third-Party Data Warehouse only for purposes of operation of the Dev Ops 360 Services. All Data storage shall be maintained by the Third-Party Data Warehouse, subject to the applicable terms and conditions of such Third-Party Service as specified in the Documentation. Copado does not provide any back up or Data recovery for any type of Data.