

# CONTENT SQUARE

## SERVICE SCHEDULE FOR CONVERSATION INTELLIGENCE (LORIS.AI)

[Version 2026.1 - Last updated February 2026]

Unless otherwise defined in this Service Schedule for Conversation Intelligence (this "Service Schedule"), capitalized terms will have the meaning given to them in the MSA. This Service Schedule shall be applicable to all Conversation Intelligence offerings (also titled 'Loris AI') ("Conversation Intelligence Services") licensed to Customer under an Order Form or provided to Customer under a free trial or an Early Access Program.

### 1. ADDITIONAL DEFINITIONS

Solely for the purposes of the Conversation Intelligence Services, the Parties agree that:

**"Agent"** means a human individual or AI-powered system authorised by Customer to interact with, respond to or support Requesters.

**"CS Service"** as defined in the MSA, shall also include Conversation Intelligence APIs. Customer warrants that it has all necessary legal rights, consents, and authorizations to provide and process any data accessed through the API, and that such use complies with all applicable laws and does not infringe any third-party rights.

**"Customer Data"** as defined in the MSA, shall also include Agents, Interactions and Requesters.

**"Interaction"** means a single engagement between Customer and a Requester, that is processed by Contentsquare in connection with Customer's use of the Conversation Intelligence Services. The maximum number of Interactions is set out in the Order Form.

**"Requester"** means an individual who seeks, receives or is the intended recipient of an Interaction.

### 2. ADDITIONAL TERMS FOR CONVERSATION INTELLIGENCE SERVICES

- 2.1. **Speech to Text (formerly Loris Voice).** Some Conversation Intelligence Services may include speech-to-text capabilities, automatic speech recognition technology and involve the capture of real-time transcription of Requester communications by Contentsquare that requires informed consent from Requester in accordance with applicable laws or regulations. Customers will obtain such consents prior to an Requester's use of, or interaction with, the applicable Conversation Intelligence Services, maintain appropriate records of all consents it has obtained, and Contentsquare will have the right to audit Customer's consent records upon prior written notice, and Customer will reasonably cooperate with Contentsquare in connection with such audit.
- 2.2. **Security.** Any reference in the Agreement to "CS Security Safeguards" shall be deemed a reference to the security standards found at <https://trust.contentsquare.com/?product=loris>. The "Security Audit" provisions of the MSA shall not apply to the Conversation Intelligence Services.
- 2.3. **Privacy.**
  - 2.3.1. Customer acknowledges and agrees that Conversation Intelligence Services are not intended to be used for the purpose of automated-decision making under Applicable Data Protection Laws, or for any purpose that may materially affect or determine the outcome of an employment-related decision. Customer shall not use Conversation Intelligence Services for any such purposes.
  - 2.3.2. Customer acknowledges and agrees that Conversation Intelligence Services are not intended for the

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Processing of sensitive or special categories of Personal Data as defined under Applicable Data Protection Laws (collectively "**Sensitive Personal Data**"). Customer shall ensure that no Sensitive Personal Data is Processed through Conversation Intelligence Services.

- 2.3.3. As part of Conversation Intelligence Services, Contentsquare implements by default automated mechanisms designed to redact certain categories of Personal Data (such as name, phone number or credit card number) that may appear in conversations between the Agent and the Requester (the "**Data Redaction Mechanism**"). Customer acknowledges and agrees that (a) the Data Redaction Mechanism does not guarantee the redaction or removal of all Personal Data, and (b) Contentsquare has no control over, or responsibility for, any Personal Data that may be shared or disclosed during such conversations.
- 2.3.4. The details of personal data processing applicable to Loris Services shall be as set out in SCHEDULE 1.D - CONVERSATION INTELLIGENCE (LORIS) - DETAILS OF THE PROCESSING of the [Contentsquare Data Processing Agreement \(DPA\)](#).

**2.4. Service Levels.** The Service Level Agreement shall not apply to Conversation Intelligence Services.

### **3. FREE TRIAL OR EARLY ACCESS PROGRAM FOR CONVERSATION INTELLIGENCE**

- 3.1. Early Access Program.** If Customer participates in Contentsquare's Early Access Program for the Conversation Intelligence Services, Customer's use of the Conversation Intelligence Services shall be subject to the [Early Access Program Terms and Conditions](#) (the "EAP Terms"), which are incorporated into this Service Schedule by reference. By subscribing to Contentsquare's Early Access Program for Conversation Intelligence Services and accepting the provisions of this Schedule, Customer hereby agrees to be bound by the EAP Terms. Contentsquare reserves the right to terminate the Early Access Program at any time at its sole discretion. Customer hereby acknowledges and agrees that, should Customer register for a free trial subsequent to its participation in the Early Access Program, such use shall be governed by the Evaluation Terms set forth in Section 3.2 below, which are incorporated herein by reference, without any additional acceptance being required.
- 3.2. Free Trial.** If Customer registers for a free trial of the Conversation Intelligence Services via the Contentsquare platform, solely for Customer's internal evaluation purposes, Contentsquare's [Evaluation Terms and Conditions](#) (the "Evaluation Terms") shall apply to Customer's use of the Conversation Intelligence Services. By subscribing to the free trial and accepting the provisions of this Service Schedule, Customer hereby agrees to be bound by the terms and conditions of the Evaluation Terms.

### **4. ADDITIONAL PRODUCT SPECIFIC SERVICE SCHEDULES REFERENCED**

The [Service Schedule for Contentsquare AI Products](#) will also apply to the Customer's use of the Conversation Intelligence Services.