

## Self-Service Addendum

This Self-Service Addendum (this “**Addendum**”) is made effective as of the date of the user’s (“**Account Holder**”) first use of the Self-Service Edition (the “**Effective Date**”) provided by Workato, Inc (“**Workato**”). This Addendum forms part of the Terms of Service at <https://www.workato.com/legal/terms-of-service> or otherwise the agreement executed by the parties for Account Holder’s use of the Workato Platform (the “**Agreement**”) and governs the rights and obligations with respect to Account Holder’s use of Workato’s self-service edition for developers and builders to use the Workato Platform in a separate workspace independently at its own pace (the “**Self-Service Edition**”). Capitalized terms not defined shall have the meaning in the Agreement. The “Workato Platform” used in the Agreement should refer to the Self-Service Edition for the purposes of this Addendum. In the event that (i) certain clauses of the Agreement referenced in this Addendum do not exist in the Agreement, those clauses set forth in the Terms of Service at <https://www.workato.com/legal/terms-of-service> shall apply to this Addendum; (ii) a conflict between this Addendum and the Agreement, the terms and conditions of this Addendum shall control for the subject matter herein. The parties agree as follows:

### 1. Platform Use.

(a) Workato owns and retains all right, title, and interest in and to the Self-Service Edition and all derivatives, features, modifications and updates thereto. Account Holder may be required to create separate Access Credentials for the Self-Service Edition.

(b) Account Holder may select its Subscription plan set forth in the plan selection page available during its signup for the Self-Service Edition or within its Account (the “**Order Form**”) and may change its Subscription plan at any time via the Order Form. Subject to Account Holder’s payments, such changes will be reflected after the end of its then-current Subscription Term, provided that any upgrade or additional purchases will be reflected immediately upon payments.

(i) Non-Paid Self-Service Edition. Account Holder may, at its sole discretion, request access to the free version of the Self-Service Edition (“**Non-Paid Self-Service Edition**”). The Non-Paid Self-Service Edition is solely for Account Holder’s internal trial, experimental and evaluation purposes as part of the Non-Paid Products. Account Holder agrees that, notwithstanding anything to the contrary and in addition to Section 14(a) (Non-Paid Products) of the Agreement:

(A) it may continue to use the Non-Paid Self-Service Edition until it’s terminated by either party in accordance with the Agreement or this Addendum;

(B) it will not use the Non-Paid Self-Service Edition for any production purposes;

(C) Workato may, but is not obligated to, review and monitor the Non-Paid Self-Service Edition for safety, security, abuse prevention, regulatory and compliance purposes;

(D) Workato may immediately discontinue, suspend or delete the Non-Paid Self-Service Edition and any Platform Assets therein at any time for any reason; and

(E) notwithstanding Section 3(b)(iii) and (iv) (Platform Assets) of the Agreement, Platform Assets created by Account Holder in the Non-Paid Self-Service Edition are “public” by default, which means such Platform Assets will become part of the Community Platform Assets upon creation, and Account Holder grants Workato an irrevocable, perpetual, transferable, royalty-free, sublicensable, and worldwide license to view, use, perform, copy, modify, and distribute any Platform Assets and use the Marks associated with those Platform Assets by Account Holder solely for the purpose of distributing those Platform Assets in the Workato Platform.

(ii) Paid Self-Service Edition. If Account Holder purchases certain Subscription plan under the Self-Service Edition listed in the Order Form (“**Paid Self-Service Edition**”), Sections 1(a)(i) of this Addendum shall not apply, and during the term of Account Holder’s Subscription plan selected by Account Holder (the “**Subscription Term**”), Workato will make the Paid Self-Service Edition available for Account Holder to access and use solely for its internal business operations in accordance with the Agreement, this Addendum and the Order Form.

(iii) Enterprise Subscription. If Account Holder would like either one of the following, it may reach out to Workato's commercial team and execute a separate written agreement with Workato. Upon the effective date of such written agreement, this Addendum and the applicable Order Form shall be terminated and replaced by such written agreement.

(A) convert its Subscription to Workato's Enterprise Subscription environment or select a specific data center offered in Workato's Enterprise Subscription environment;

(B) receive any Professional Services or Support plan from Workato under the Agreement; or

(C) process any payment card data subject to Payment Card Industry Data Security Standard (PCI-DSS), or any protected health information subject to Health Insurance Portability and Accountability Act (HIPAA) within the Workato Platform.

(c) Account Holder Authorized Users. In connection with the foregoing access, Account Holder may allow its and its Affiliates' employees, agents, and consultants who are necessary for the furtherance of Account Holder's authorized use in Section 1 of this Addendum ("**Authorized Users**") to use the Self-Service Edition through its Account. Account Holder shall ensure all Authorized Users' compliance with this Agreement and be responsible for such Authorized Users' use of the Self-Service Edition.

(d) Suspension. Workato may suspend Account Holder's and/or the Authorized Users' access to the Self-Service Edition in the following circumstances: (i) in the event that Account Holder or Authorized Users are in material breach of the Agreement or this Addendum, and have not cured the violation within twenty-four (24) hours of Workato's written notice (email suffices); or (ii) if Account Holder or Authorized Users use the Self-Service Edition in a way that threatens the security, integrity, availability or stability of the Self-Service Edition. Any suspension under this section shall not excuse Account Holder from Account Holder's obligations to make payments, if applicable.

(e) Support and SLA. (i) For the Non-Paid Self-Service Edition, Workato is not obligated to provide any technical support, but may offer support at its discretion. For the Paid Self-Service Edition, Workato will provide commercially reasonable technical support to Account Holder on a reasonable efforts basis. (ii) Any Service Commitment for availability or uptime applicable to the Workato Platform do not apply to the Self-Service Edition. Workato will use commercially reasonable efforts to make the Self-Service Edition available to Account Holder.

(f) Updates. Workato may electronically publish updates or improvements to the Self-Service Edition via the Workato website, provided that such updates shall not result in a material degradation of the overall functionality or security features. Updates to certain features may require action on the part of the Account Holder such as activation or upgrading to the latest version through its Account. Workato reserves the right upon reasonable notice to discontinue or limit the use of the older versions of such features.

## 2. Terms of Payment.

(a) Fees. For any Paid Self-Service Subscription, Account Holder shall pay all fees due to Workato based on the Subscription purchased as set forth in the Order Form ("**Fees**"). Unless expressly stated otherwise in this Agreement, all Fees paid are non-refundable and payment obligations are non-cancelable. If Account Holder downgrades or cancels its Subscription plan, Workato will update the Fees on the next billing cycle.

(b) Payment Terms. All Fees must be paid in advance of the beginning of the Subscription. Account Holder is responsible for providing complete and accurate billing and contact information to Workato and notifying Workato of any changes. If applicable, Account Holder warrants that it has the authority to authorize charges to the credit card automatically at the beginning of each billing cycle or other method of payment, including any purchases through Workato's third party payment providers.

(c) Late Payments. Late Fees may accrue interest on a daily basis at a rate equal to the lower of 1.5% per month, or the maximum rate permitted by law, chargeable from the date such payment was past due until the date when Workato receives payment in full.

(d) Taxes. The Fees due are without deduction and are not inclusive of any taxes, levies, duties or similar governmental assessments of any nature, including but not limited to value-added, sales and use, or withholding taxes, assessable by any local, state, provincial, federal or foreign jurisdiction (collectively,

“Taxes”). Account Holder will pay all Taxes associated with its Fees. If Workato has the legal obligation to pay or collect Taxes for which Account Holder is responsible, including any penalties and interest, the appropriate amount will be invoiced to and paid by Account Holder, unless Account Holder provides Workato with a valid tax exemption certificate authorized by the applicable taxing authority. Workato is solely responsible for taxes assessable against Workato based on Workato's net income.

(e) True-up. Workato may conduct a True Up at any time during the Subscription Term. If the True Up reveals that Account Holder's actual usage exceeds the total quantities purchased by Account Holder, Workato may (i) require Account Holder to (A) upgrade its Subscription plan for the then-current Subscription Term, or (B) purchase additional capacity to account for its excess use, and in each case automatically charge Account Holder for the applicable fees; or (ii) temporarily suspend Account Holder's use of the Workato Platform or the processing of the applicable Platform Assets.

### 3. Security Frameworks.

For any Paid Self-Service Edition, all warranties in Section 8 of the Agreement apply to Self-Service Edition and security obligations under the Security Overview at <https://www.workato.com/legal/security> are met by the Paid Self-Service Edition including SOC 2 and, provided that notwithstanding the Security Overview, the Self-Service Edition is out of scope for HIPAA compliance and PCI-DSS 4.0.

### 4. Limitation of Liability.

(a) Notwithstanding anything to the contrary in Section 9 (Limitation of Liability) of the Agreement, for the Paid Self-Service Edition,

TO THE EXTENT NOT PROHIBITED BY LAW, AND EXCEPT FOR EACH PARTY'S GROSS NEGLIGENCE, WILLFUL MISCONDUCT, INDEMNIFICATION OBLIGATIONS UNDER THE AGREEMENT, OR CLAIMS ARISING FROM ACCOUNT HOLDER'S VIOLATION OF SECTION 4 OF THE AGREEMENT, IN NO EVENT WILL EITHER PARTY'S OR ITS AFFILIATES' TOTAL LIABILITY TO THE OTHER PARTY FOR ANY DAMAGES, LOSSES, AND CAUSES OF ACTION ARISING OUT OF OR RELATING TO THE SELF SERVICE EDITION OR THIS ADDENDUM (WHETHER IN CONTRACT OR TORT, INCLUDING NEGLIGENCE, WARRANTY, OR OTHERWISE) EXCEED IN THE AGGREGATE THE AMOUNTS PAID OR PAYABLE FOR THE SELF-SERVICE EDITION IN THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH LIABILITY.

(b) Section 11 (Insurance) of the Agreement does not apply to this Addendum.

### 5. Term; Termination.

(a) Term; Termination. The Subscription Term will commence and continue for the period set forth in the Order Form, unless terminated earlier in accordance with the Agreement or this Addendum. Each Subscription Term shall automatically renew for successive term(s) at Workato's then-current pricing for Account Holder's Subscription. Account Holder may terminate its Subscription at any time upon written notice to Workato. Such termination will become effective upon the end of then-current Subscription Term.

(b) Effects of Termination. Upon termination or expiration of this Agreement, Account Holder shall cease all use of the Self-Service Edition and delete or destroy all copies of the Documentation in its possession, and, to the extent there are any licenses granted hereunder to Account Holder, they will immediately cease to exist. For annual Subscription and terminations by Account Holder in accordance with Section 11(b) (Termination) or 18 (Force Majeure) of the Agreement, Workato will issue a refund for any unused, pre-paid fees following the effective date of termination.

### 6. Additional Product Terms.

Certain features may be subject to the Additional Product Terms at <https://www.workato.com/legal/product-terms>. These features may be made available to Account Holder pursuant to the Subscription plan. By using these features, Account Holder agrees to the applicable Additional Product Terms.

### 7. Miscellaneous.

(a) Governing Law and Jurisdiction. This Addendum shall be governed by and construed in accordance with the laws of the State of California, without giving effect to principles of conflicts of law. The

courts in Santa Clara County, California shall have exclusive jurisdiction over this Addendum, and each party irrevocably consents to such personal jurisdiction and waives all objections to this venue.

(b) No Class Action or Jury Trial. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, EACH PARTY HEREBY (I) IRREVOCABLY WAIVES ANY AND ALL RIGHTS TO A TRIAL BY JURY IN ANY ACTION, PROCEEDING, OR CLAIM ARISING OUT OF OR RELATING TO THIS ADDENDUM; AND (II) IRREVOCABLY WAIVES ANY RIGHT TO INITIATE OR PARTICIPATE IN ANY CLASS ACTION, COLLECTIVE ACTION, OR REPRESENTATIVE PROCEEDING ARISING OUT OF OR RELATING TO THIS ADDENDUM. ACCOUNT HOLDER FURTHER AGREES TO WAIVE ANY RIGHT TO PARTICIPATE IN OR BE REPRESENTED IN ANY CLASS ACTION OR OTHER REPRESENTATIVE ACTION BROUGHT AGAINST WORKATO, AND THAT ALL DISPUTES SHALL BE RESOLVED SOLELY ON AN INDIVIDUAL BASIS.

(c) Assignment. Account Holder may not transfer or assign this Addendum or its use of the Self-Service Edition without Workato's prior written consent. Workato may transfer or assign this Addendum without Account Holder's prior written consent.

(d) Amendment. Workato may update this Addendum by posting the terms at <https://www.workato.com/legal/self-service-addendum>. Workato will provide a mechanism for Account Holder to subscribe to receive notice of the update. By continuing accessing the Self-Service Edition, Account Holder agrees to the updates to this Addendum.