

## Overview

Cribl's subscription terms facilitate a quick and seamless purchase experience for our customers. This FAQ briefly describes how we sell our subscription services, and it introduces the key documents we reference in our Subscription Services Agreement: the Program Guide and our Data Processing Addendum (DPA). This FAQ does not form any part of any contract and is provided for informational purposes only.

Our Program Guide applies to our subscription services and describes the technical support and maintenance provided by Cribl to our customers, availability of our Cloud offering, as well as the written information security program of policies, procedures, and controls governing information security.

Our Data Processing Addendum (DPA) describes how we process your data in connection with the subscription services and includes the EU Standard Contractual Clauses. Our DPA is available for you to download and execute as necessary based on your own requirements.

We may update these terms from time to time. You can find archived versions of our prior Terms of Service, Software Addendum, Cloud Addendum, DPA, Compliance Addendum, Services Addendum, Responsible Disclosure Addendum, and Community Addendum in our archives.

## What can I buy using Cribl's subscription terms?

You can buy any of Cribl's products and services using our Subscription Services Agreement. Our service level agreement (for Cribl Cloud), security, and support and maintenance programs are described in our Program Guide, which is incorporated in the Subscription Services Agreement.

## Why should I buy using Cribl's subscription terms?

Our subscription terms are commercially-standard and specifically tailored to our products and services. They facilitate a quick and seamless purchase experience. Most of our customers buy on our subscription terms by simply executing an ordering document with Cribl, or with one of our authorized channel partners.

## Does Cribl consider changes to its subscription terms or enter into custom agreements?

Only under exceptional circumstances and then only if the requested changes are reasonable. If you believe that there is a term not appropriately provided for, we prefer that you let us know so that we may decide if we can accommodate.

Please be advised that Cribl does not accommodate changes to its Program Guide. The Program Guide serves as a description of how we support, maintain, and secure our products and services and must necessarily be consistent across all of our customers.

## How is liability structured in Cribl's subscription terms?

We are able to offer competitive pricing based on appropriately allocating risk between Cribl and our customers. We have limited each party's liability to the fees paid in the 12 months prior to a claim which is consistent in the industry.

## Does Cribl provide indemnity for intellectual property infringement claims?

Yes. Cribl will defend our customers from third party claims alleging intellectual property infringement and will pay for the costs of defense, final judgment, or settlement amount.

## What governing law and venue does Cribl offer?

For U.S. customers, our subscription terms are subject to the laws and venue of the State of California, but we can also accommodate Delaware or New York. For our international customers, we can agree to the law of England and Wales. We find that the precedent and case law regarding business disputes is ample within these jurisdictions, and the courts are competent to hear sophisticated matters.

## What insurance does Cribl carry?

Cribl carries insurance coverage customary for our industry and as required by law or regulation (given we do not provide any on-site services). Upon written request, Cribl can provide Certificates of Insurance evidencing its insurance coverages.

## Does Cribl sign Business Associate Agreements (BAAs) under HIPAA?

Yes. We will sign Cribl's BAA in limited circumstances. Cribl's subscription services are not intended for any industry-specific use and Cribl does not review data or assess regulatory impacts. You are solely responsible for compliance with regulations, laws, rules, or other requirements applicable to your industry and for managing your data in our products to comply with requirements, like HIPAA. You should not process patient, medical, or other protected health information regulated by HIPAA unless you and Cribl have expressly agreed otherwise in a BAA.

### ABOUT CRIBL

Cribl, the Data Engine for IT and Security, empowers organizations to transform their data strategy. Customers use Cribl's vendor-agnostic solutions to analyze, collect, process, and route all IT and security data from any source or in any destination, delivering the choice, control, and flexibility required to adapt to their ever-changing needs. Cribl's product suite, which is used by Fortune 1000 companies globally, is purpose-built for IT and Security, including [Cribl Stream](#), the industry's leading observability pipeline, [Cribl Edge](#), an intelligent vendor-neutral agent, [Cribl Search](#), the industry's first search-in-place solution, and [Cribl Lake](#), a turnkey data lake. Founded in 2018, Cribl is a remote-first workforce with an office in San Francisco, CA.

Learn more: [www.cribl.io](http://www.cribl.io) | Try now: [Cribl sandboxes](#) | Join us: [Slack community](#) | Follow us: [LinkedIn](#) and [X](#)

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