



Darktrace's US Eyes Only Service Option

This document summarizes Darktrace's US Eyes Only service option, which you have elected to receive. Notwithstanding any other provision in the Master Services Agreement or any Product Order Form issued thereunder, or any other agreement between you and Darktrace, your Darktrace Support Services shall be subject to Darktrace's "US Eyes Only" service.

Darktrace will restrict access to Customer Data to Darktrace employees who are US citizens, will not store or transfer outside of the United States any Customer Data, including but not limited to Customer Confidential Information, and will not provide any such Customer Data to any third parties that will store or transfer such Customer Data outside of the United States, in each case subject to the following:

- (a) Darktrace Services/Proactive Threat Notification can only be provided during Darktrace's US business hours (generally 9 AM Eastern – 5 PM Pacific time).
- (b) Support Services such as the Help Desk are similarly available only during Darktrace's US business hours (generally 9 AM Eastern – 5 PM Pacific time) only.
- (c) Due to Darktrace's internal organization and administration, it is necessary for certain types of technical information (chiefly, spin-up details, tenant IDs, token IDs for Darktrace Appliances) to be shared with Darktrace's technical operations in the United Kingdom. Darktrace will take reasonable measures to ensure such information is limited to the minimum necessary for operational purposes.
- (d) The Customer Portal is hosted in the United Kingdom. Any information including email provided through the Customer Portal will be transferred to the United Kingdom, and accordingly cannot be restricted to US citizens only.
- (e) Darktrace can provide Health Checks, using our US network operations center ("NOC"). The NOC gathers and stores data in the United States, and once the data is sanitized, it may be transmitted back to Darktrace's UK servers to raise an alert via the Customer Portal. Customers may elect to opt out of the Health Checks and related monitoring services.
- (f) Darktrace Services/Ask the Expert requests can only be made via the Customer Portal. If the Customer makes any such requests, Customer understands that confidential information will be transferred outside of the United States, and Customer will be responsible and liable for any Customer Data sent to Darktrace via email or the Customer Portal.
- (g) Updates or Upgrades will not be provided automatically. Customer will be able to download through the Customer Portal.