TRINTECH
Make time count.

ACCEPTABLE USE POLICY ADDENDUM

This Acceptable Use Policy Addendum ("**AUP Addendum**") forms part of the Adra Service Agreement ("**Agreement**") and applies to Subscriber's use of Trintech's Adra Service. Refer to the Agreement URL identified in the applicable Order and referenced Addendums at https://www.trintech.com/terms-and-conditions/adra-documents/ for any terms capitalized but not defined in this AUP Addendum. This AUP Addendum governs the Subscriber Data, and Subscriber's responsibilities for the use of the Services.

1. CONTENT RESTRICTIONS OF THE SERVICE

Trintech does not monitor the content of communications or the data that Subscriber may transmit through the Services, except as described in **Section 4.7, Logging and Retention**, and will not be responsible for such. Subscriber will use the Services for authorized purposes only, and in accordance with all applicable laws, regulations, and Trintech requirements. Subscriber will not post or upload any content or data which (a) is libelous, defamatory, obscene, pornographic, abusive, harassing or threatening; (b) violates the rights of others, such as data which infringes on any intellectual property rights or violates any right of privacy or publicity; or, (c) otherwise violates any applicable law.

Trintech may remove any violating content or data posted or transmitted through the Services, without notice to Subscriber. Trintech may suspend or terminate any User's access to the Services upon notice in the event Trintech reasonably determines that such User has violated the terms and conditions of this AUP Addendum.

2. USE RESTRICTIONS OF THE SERVICE

During the Term, Subscriber will not (a) use the Services for service bureau or time-sharing purposes or in any other way allow third parties to exploit the Services; (b) provide passwords or other log-in information for the Services to any third party; (c) share non-public features or content of the Services with any third party; (d) access the Services in order to build a competitive product or service, to build a product using similar ideas, features, functionality or graphics of the Services, or to copy any ideas, features, functions or graphics of the Services; or (e) engage in web scraping or data scraping on or related to the Services, including without limitation collection of information through any software that simulates human activity or any bot or web crawler.

In order to protect the security and safety of Trintech's cloud environment, Trintech may suspend Subscriber's access to the Services without notice upon reasonable belief that Subscriber is violating the content or use restrictions above, in addition to any other remedies Trintech may pursue by contract or by law.

Automated Access. Subscriber may access the Services through robotic process automation ("**RPA**") bots, AI agents, and other automated clients ("Automated Clients") only on the following conditions:

(i) Automated Clients shall use Trintech APIs, including any Model Context Protocol (MCP) or similar interface published on Trintech's Developer Portal at https://developer.adra.com/, and shall follow the documentation and requirements in that portal, which may be updated from time to time. Automated Clients may use the user interface of the Services only where no API is available, and Subscriber shall submit the need for such an API through the Ideas Portal at https://adra.ideas.aha.io/.

(ii) Subscriber shall provide advance written notice to Trintech before any Automated Client uses the user interface of the Services, and the Automated Client shall identify itself using a dedicated "User-Agent" HTTP header or email address, where applicable. Each Automated Client that uses the user interface of the Services is a User under the Agreement and the applicable Order.

(iii) All activity by an Automated Client is attributed to the User or credentials under which it operates, and Subscriber is responsible for that activity.

(iv) Trintech does not support, and is not responsible for, Subscriber's Automated Clients. Trintech reserves the right, at its sole discretion and without advance notice, to (a) throttle, rate-limit or deactivate any Automated Client because of its impact on the performance or security of the Services; and (b) update the user interface of the Services, with Trintech taking no responsibility for any impact on Subscriber's Automated Clients as a result.

(v) AI agents and AI services that Trintech provides under separate terms are governed by those terms.

(vi) Subscriber is responsible for any third-party AI tool, agent or service that it connects to the Services, including how that tool processes, stores or uses data retrieved from the Services. Once an Automated Client retrieves data from the Services, that data is outside the Services, and its further processing is governed by the terms between Subscriber and the provider of that tool.

3. SERVICE USE LIMITS

Subscriber will comply with the use limits for the Services as provided in the tables below.

The tables below show the maximum usage limits permitted per each Subscriber's unique Balancer, Task Manager, Matcher, Journal Entry engagements, and for the Analytics API:

BALANCER	
Type	**Max Limit**
Size per uploaded file	100 MB
Number of legal entities	500
Number of accounts in a period	30,000
Number of transactions per account in an import	1,000
Number of transactions per file in an import	10,000
Number of account roles assigned to a unique user	5,000
Number of account roles on an account	30
Number of active extra fields on transactions	15
Frequency of auto import of balances*	12 times per 24 hours

** If only accounts with balance changes are imported and/or the number of accounts in the import is fewer than 500, more frequent imports are allowed after confirmation from Trintech.*

TASK MANAGER	
Type	**Max Limit**
Size per uploaded file	100 MB
Number of Task Templates in a single import file	6,500
Number of Extra Field values in a single import file	5,000
Total number of Task Templates in Library	7,500
Total number of Tasks on a single Task List	2,500
Total number of Task Lists copied simultaneously	50 Task Lists with maximum of 10,000 tasks in total (e.g. 200 tasks per list)
Total number of un-archived "List-Tasks" under "Tasks".	20,000
Number of open Tasks assigned to a single person	5,000
Total number of "Auto Recurring-Tasks" per month	1,000

MATCHER	
Type	**Max Limit**
Uploaded transactions per year across all reconciliation groups	250 million
Number of historical reconciled transaction in a single reconciliation group	10 million
Number of Extra Fields per Transaction	15
Number of Transactions in a single import file	100,000
Size per uploaded file	50 MB
Number of Legal Entities	500
Number of Reconciliation Groups	5,000
Number of Accounts across all Reconciliation Groups	10,000
Number of Reconciliation Groups in a single Legal Entity	200
Number of Accounts in a reconciliation group	20
Number of Matching Rules per reconciliation group*	30
Total number of reconciliation rules across all reconciliation groups	50,000

Number of unmatched items in a reconciliation group that can be reconciled at one time*	150,000
Number of transaction in the dataset for a single report**	375,000

**When using any to one or many to many matching rules where one of the sources has the "Required number of transactions" option ticked off, the Service will try different combinations within the grouped parameters and dates. Depending on the number of transactions within the group/date parameters and the number of transactions set to match, the number of possible combinations should not exceed 5,000,000. For example, 250 items with the same date and reference where the number of transactions has been chosen as "3" has approximately 2.5 million combinations. If matching rules with more than 5,000,000 combinations are run, they may be restricted by the Service.*

*** This limit applies to all transactions selected by the report filters, for example all open items across the selected legal entities and reconciliation groups, not only the transactions shown in the report output. If the selection exceeds this limit, the report will not be generated and the filters must be refined, for example by selecting fewer legal entities or reconciliation groups or a narrower date range. Dataset and flat-file exports, such as the matched items export, are not reports and are subject to the limits described in the Documentation.*

JOURNAL ENTRY	
Type	**Max Limit**
Size per uploaded file	100 MB
Number of lines in a single journal entry	1,000
Number of dimensions	15

ANALYTICS API	
Type	**Max Limit**
Maximum amount of data synced per engagement per 24 hours	100 MB
Maximum API connections per 24 hours	48

4. AI-ENABLED FUNCTIONALITY

4.1 Scope. This AUP Addendum also applies to AI-enabled functionality supplied within the Services under the applicable Order and Documentation ("**AI Functionality**"), including: (a) AI Features embedded in the Services that analyze Subscriber Data to generate suggestions, summaries, explanations, insights or recommendations for review by Users, such as suggested matching rules, variance explanations, task checklists and close insights; (b) the in-application Adra Assistant; and (c) where made available by Trintech and enabled by Subscriber, AI Functionality that creates, changes or deletes data in the Services on behalf of a User ("**AI Actions**"). AI Functionality that uses Subscriber Data is available only where enabled by Subscriber in the AI settings of the Services, or as otherwise agreed in an Order or Statement of Work.

4.2 Inputs. Subscriber shall: (a) use AI Functionality only for its documented purposes; (b) provide only inputs that it has the right to provide; (c) not enter Personal Data unless it is needed for the task, including in comments, descriptions and other free-text fields that AI Functionality may analyze; (d) not enter Special Data (as defined in the Agreement) except as permitted by the Agreement; and (e) never enter passwords, API keys or other authentication secrets.

4.3 Review of Outputs. AI Output, including suggested rules, insights, risk indicators, predictions and recommendations, may be inaccurate or incomplete. Outputs are advisory and do not replace Subscriber's internal controls or professional judgment. Subscriber shall appropriately review and verify material outputs before relying on them for accounting, financial reporting, regulatory submissions or other consequential decisions, while maintaining applicable approval controls and segregation of duties.

4.4 AI Actions. Where Subscriber enables AI Actions, an AI Action will be initiated, confirmed or authorized by a User in accordance with the functionality and controls described in the applicable Documentation. AI Actions are recorded in the audit trail of the Services under the User who initiated, confirmed or authorized them. Where Trintech makes available AI Actions that run without User confirmation, they are described in the Documentation and require separate enablement by Subscriber. Subscriber is responsible for AI Actions confirmed by its Users or enabled by Subscriber to run without User confirmation, and for configuring User roles and

permissions, which continue to apply to AI Actions. Trintech may require User confirmation, limit the types of AI Actions available, or apply additional safeguards.

4.5 Prohibited Uses. Subscriber shall not use AI Functionality to bypass security or authorization controls, obtain unauthorized data, impersonate others or create deliberately false financial evidence. Subscriber shall not attempt to circumvent safeguards applied to AI Functionality, including through prompt-injection attacks or attempts to extract system instructions or model configuration. Subscriber shall not use AI Functionality or substantial quantities of its outputs to train or develop an AI model or service intended to replicate or substitute for the AI Functionality.

4.6 Models and Changes. Trintech may, at its discretion and without notice, update, replace or retire the AI models and third-party AI services used to provide AI Functionality, including to improve the quality, reasoning, performance or cost of AI Functionality, and may use different AI models for different features, tasks or data locations, including by routing requests between models. Trintech does not commit to the use of any specific AI model, and the AI models used may differ between features and between data locations. Outputs may differ after such changes. Trintech may also modify, suspend or discontinue any AI Functionality, including where required by law, regulatory guidance or the terms of a third-party AI provider, or to protect the performance and security of the Services. Where AI Functionality is purchased as a separately priced item under an Order, Trintech will provide reasonable advance notice before discontinuing it, except where discontinuation is required by law or to protect the security of the Services.

4.7 Logging and Retention. Trintech logs the use of AI Functionality to secure, support, audit and improve the Services, subject to **Section 4.8, Data Processing**. Logs may include inputs, outputs, User and engagement identifiers, and technical records of AI Actions. Trintech retains logs only for as long as necessary for these purposes and for no longer than seven (7) years from creation. Logs containing Subscriber Data are deleted within thirty (30) days after the Agreement terminates or expires, unless the Agreement or the applicable Data Protection Addendum provides otherwise. Records of AI Actions in the audit trail of the Services form part of Subscriber Data and are retained and deleted together with it. Personal Data in logs is processed in accordance with the Data Protection Addendum, including in response to data subject requests.

4.8 Data Processing. Trintech's processing of Subscriber Data, including through AI Functionality, remains governed by the Agreement and the applicable Data Protection Addendum. Separately contracted AI services, including AI agents where applicable, are governed by the applicable Order and any additional terms identified in that Order. Nothing in this Section limits the application of the Agreement or the applicable Data Protection Addendum to such services. Trintech will not use Subscriber Data to train or fine-tune AI models and will not permit third-party AI model providers engaged by Trintech to use Subscriber Data for such purposes unless Subscriber opts in to contribute data for a specific AI Functionality as described in the Documentation. Contributed data is used only to improve that AI Functionality, is never used to train general-purpose or foundation AI models, and is deleted within thirty (30) days after Subscriber withdraws its opt-in. Using Subscriber Data to generate outputs for Subscriber within its own engagement, such as suggesting matching rules from its own transactions, is not training.

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