

HYLAND EXPERIENCE SCHEDULE

This Hyland Experience Schedule is part of the Master Agreement, Order Form or other agreement between Customer and Hyland, which incorporates this Hyland Experience Schedule by reference (the "Incorporating Document"). As used herein, the "Agreement" means the Incorporating Document, inclusive of this Hyland Experience Schedule, and any other agreement within which the Incorporating Document is incorporated.

DEFINED TERMS.

All capitalized terms used in this Schedule shall have the meaning ascribed them in this Schedule or, if not defined in this Schedule, the General Terms Schedule. If any capitalized terms used herein are not defined in this Schedule or the General Terms Schedule, they shall have the meaning ascribed to them elsewhere in this Agreement. In the event the same defined term is defined in two or more Schedules, the term shall be given the meaning defined in each Schedule with respect to that Schedule, and, if the term is also used within this Schedule, this Schedule shall be interpreted to include all definitions, as the context requires.

"Customer Data" means all electronic data or information submitted by Customer or a User to Hyland Experience.

"Hyland Experience" means the Hyland Experience-branded cloud-based services made available by Hyland to Customer on a subscription basis, as further described in the Documentation, Hyland Experience Guide, and corresponding Order Form.

"Hyland Experience Guide" means the then-current additional commitments, obligations, or restrictions related to Hyland Experience made available by Hyland at <https://legal.hyland.com/hyland-experience-guide> (or at such other location provided by Hyland).

"Personal Data" if applicable, has the meaning set forth in the DPA.

"Success Path" means the applicable service level commitment purchase by Customer, as described in the Success Path Manual.

"Success Path Manual" means the latest version of the manual describing any available Success Path Services, as posted by Hyland from time to time on a website designated by Hyland, currently <https://legal.hyland.com/#success-paths-manual>.

"Success Path Services" means the services, as described in the Success Path Manual, applicable to the Success Path selected by Customer.

1. HYLAND EXPERIENCE.

1.1 Provision of Hyland Experience. Hyland will make Hyland Experience available pursuant to this Agreement and the relevant Order Form during the term of the Product Subscription. During the term of the Agreement, and subject to Customer's compliance with the terms of the Agreement, Hyland grants to Customer a revocable, non-exclusive, non-assignable (except as provided in the General Terms Schedule), limited right to use Hyland Experience as provided by Hyland, and the associated Documentation, solely for use by Customer and its Users for the internal business operations of Customer.

1.2 Hyland Experience Guide.

1.2.1 *In General.* Hyland will provide Hyland Experience pursuant to the applicable portions of the then-current Hyland Experience Guide.

1.2.2 *Updates.* Hyland reserves the right to update the Hyland Experience Guide at its discretion, provided that such updates will not materially diminish or reduce the commitments in the Hyland Experience Guide during the term of a Product Subscription. Such updates will be effective thirty days after being posted on the Hyland Experience Guide. Customer's continued access or use of Hyland Experience constitutes Customer's acceptance of such updates.

1.3 Third-Party Services and Content. Hyland Experience contains functionality which allows Customer to, utilize, link or integrate Hyland Experience with services from third parties and/or to access third-party websites and content. Hyland has no responsibility for such third-party services, websites or content and no obligations related to third-party service failures. Any activities engaged in by Customer with third parties using Hyland Experience is solely between Customer and the applicable third party. Hyland has no liability, obligation or responsibility for any such activities. Hyland does not endorse any third-party web sites that may be linked through Hyland Experience. Hyland is not responsible for any third-party content that is processed, accessed or used by Customer via Hyland Experience.

1.4 Additional Terms. Certain functionality of Hyland Experience, including corresponding components that are downloaded or installed locally on Customer's systems. Such functionality and components may be subject to additional terms and conditions included in the Hyland Experience Guide. Customer's access to or use of such functionality constitutes acceptance of such additional terms and conditions.

1.5 Professional Services. Customer agrees that the Professional Services Terms, available at <https://legal.hyland.com/Customer-Legal-Center#professional-services-schedule> shall apply to all Professional Services (as that term is defined in the Agreement) provided by Hyland for Customer.

2. SUCCESS PATHS.

2.1 Success Path. During the term of the Agreement Hyland will provide Customer with the Success Paths Services pursuant to the applicable Success Path.

2.2 Success Path Manual. Prior to or on the Effective Date, Hyland has delivered a then-current copy of the

applicable Success Path Manual to Customer. After the Effective Date, Hyland will have the right to modify the applicable Success Path Manual (including the right to issue an entirely restated Success Path Manual) from time to time, provided that such modifications (or restated Success Path Manual) do not materially diminish or reduce the Success Path Services available for a Success Path. Hyland shall post a notification of such modifications (or restated Success Path Manual) on Hyland's secure end user web site (currently, www.hyland.com/community), to which Customer can subscribe to for updates, and such modifications will apply as of Customer's next renewal of the Success Path. The initial Success Path purchased by Customer is set forth in the initial Order Form. To the extent Success Path upgrades or downgrades are available related to the Software, Hyland Cloud Service or other Hyland's product or services purchase by Customer, Customer may upgrade the Success Path at any time, but may downgrade such Success Path only after the expiration of the Initial Term of the Agreement. In the event Customer elects to downgrade such Success Path, such downgrade will not be effective until the beginning of the next renewal of the Agreement. To modify a Success Path selection, Customer must submit a purchase order indicating the new Success Path.

3. DATA PRIVACY.

3.1 Scope of Processing. Hyland will process Customer Data solely: (a) to provide Hyland Experience and Success Path Services to Customer, (b) to prevent or address Customer's technical issues; (c) as instructed by Customer via written notice or as initiated by a User via functionality provided within Hyland Experience; or (d) as otherwise set forth in this Agreement. To the extent that Hyland processes Personal Data on behalf of Customer to provide Hyland Experience and Success Path Services, then the parties shall comply with the DPA.

3.2 Compliance with Law. Hyland will comply with all laws applicable to its provision of Hyland Experience, including applicable security breach notification laws. Hyland is not responsible for compliance with any laws or regulations applicable to Customer or its Users or applicable to their industry that are not generally applicable to information technology services providers. Hyland only processes Customer Data in accordance with this Agreement and does not determine whether Customer Data is subject to any specific law or regulation.

3.3 Customer Data. As between Customer and Hyland, Customer is and will remain the owner of all Customer Data, including any intellectual property rights therein. Customer hereby grants Hyland, its affiliates, and its subcontractors all necessary rights and authority to host, use, process, store, display and transmit Customer Data as set forth in this Agreement and for Hyland to provide Hyland Experience in accordance with this Agreement or to the extent required by applicable laws, rules or regulations.

3.4 Account Information, Aggregated Data, and Usage Data. Hyland may collect and use Account Information, Aggregated Data, and Usage Data for its own business purposes including developing, training, or improving its products or services. Hyland may only share Account Information, Aggregated Data, or Usage Data with third parties: (a) when permitted by this Agreement; or (b) if such information is aggregated, de-identified, or anonymized in such a way that Customer and Users cannot be identified. Hyland's use and collection of Aggregated Data and Usage Data can be disabled by Customer, except: (y) for information related to the calculation of Fees; and (z) for the use of certain Trial Services. Instructions on how to disable this collection of Aggregated Data and Usage Data is described in the Documentation. Certain functionality of Hyland Experience may not be available to Customer's that disable the collection of Aggregated Data or Usage Data (e.g. analytics reporting). "Account Information" means all Customer and User registration and billing data that is required for user set-up, use and billing. Aggregated Data means all statistical data that is aggregated, anonymized and derived from the use and operation of Hyland Experience, including without limitation, the number of records in Hyland Experience, the number and types of transactions, configurations, actions, and reports processed as part of Hyland Experience and the performance results of Hyland Experience. Usage Data means information and insights generated from Customer's use of Hyland

Experience and data related to Customer's configuration of Hyland Experience. For clarity, Account Information, Aggregated Data, and Usage Data do not include Customer Data.

3.5 Feedback. Customer grants to Hyland and its affiliates a royalty-free, worldwide, perpetual, transferable, sub-licensable, and irrevocable license to incorporate into Hyland's products or services any suggestions, enhancements, improvements, recommendations, or any other feedback provided by Customer, including Users.

4. CUSTOMER'S USE.

4.1 Responsibilities.

4.1.1 *In General.* Customer will:

(a) only use Hyland Experience in accordance with this Agreement, the Documentation, Hyland's AUP, and applicable laws and government regulations (for purposes of the AUP, the defined term "Hyland Cloud Service" includes Hyland Experience);

(b) be responsible for all use and all access through Customer and its Users of Hyland Experience and compliance with this Agreement, including, but not limited to, (i) setting-up accounts (e.g., user names, passwords, tokens, etc.), (ii) immediately revoking accounts when a User no longer requires access, and (iii) prohibiting the sharing of log-in credentials;

(c) use reasonable efforts to prevent unauthorized access to or use of Hyland Experience;

(d) notify Hyland promptly of any unauthorized access or use of Hyland Experience of which it becomes aware;

(e) as between Hyland and Customer, be responsible for the accuracy, quality and legality of Customer Data, the means by which Customer or User acquired Customer Data, and Customer's and Users' use of Customer Data with Hyland Experience;

(f) use available Hyland Experience security features and controls to properly transmit, store, process and provide access to Customer Data;

(g) use the tools and reporting capabilities made available in Hyland Experience to monitor and confirm Customer Data processing (e.g., electronic documents uploads); and

(h) designate its Customer Security Administrator. "Customer Security Administrators" (also referred to as "CSA" or "CSAs") are individuals designated by Customer who are authorized to submit configuration change requests, speak authoritatively on behalf of Customer's regarding Hyland Experience and shall receive and

provide, as applicable, all notifications related to maintenance, security, service failures and the like. If Customer fails to designate the initial CSA, Hyland may at its option, designate the initial CSA as the individual who signed the Agreement on behalf of Customer.

4.1.2 *Internet Connection.* Customer is responsible for obtaining and maintaining all software, hardware (including without limitation network systems), telephonic or other communications circuits, and Internet Service Provider relationships that are necessary or appropriate for Customer to properly access and use Hyland Experience.

4.1.3 *Internal Administration by Customer.* Customer may give any of its Users the ability, through the configuration tools included in Hyland Experience, to act as a system administrator. Customer is solely responsible for its internal management and administration of Customer's instance of Hyland Experience.

4.1.4 *Compliance with Laws.* Customer has an independent duty to comply with all laws applicable to it. Customer's use of Hyland Experience and compliance with any terms and conditions under this Agreement does not constitute compliance with any law.

4.2 Restrictions.

4.2.1 *Generally.* Customer will not:

(a) make Hyland Experience available to anyone other than Customer or its Users;

(b) directly or indirectly access or use Hyland Experience or Customer Data in a way that circumvents any usage limits;

(c) use or permit others to use any security testing tools in order to probe, scan or attempt to penetrate or ascertain the security of Hyland Experience without advance written approval from Hyland;

(d) disclose to any third party any benchmark or performance tests of Hyland Experience;

(e) use functionality included in Hyland Experience to, directly or indirectly, develop or improve a similar or competing product or service.

4.2.2 *Components.* All components of Hyland Experience including any components that are downloaded or installed locally on Customer's systems, are solely for use with Hyland Experience and may not be used on a stand-alone basis.

4.3 Excessive Use.

4.3.1 *Infrastructure.* The physical infrastructure of Hyland Experience is provisioned to Customer based on Customer's subscription. If Customer's use of Hyland Experience exceeds the usage limits of Customer's subscription ("Excessive Use"), then the speed, availability, or number of API requests that Customer may make of Hyland Experience may be impacted. Customer may upgrade its current tier or purchase additional usage at any time. HYLAND DISCLAIMS ANY RESPONSIBILITY FOR THE ISSUANCE OF CREDITS PER THE HYLAND EXPERIENCE SERVICE LEVELS THAT WOULD BE DUE AS A RESULT OF EXCESSIVE USE.

4.3.2 *Tier-Based Licensing.* Hyland Experience contains functionality which Customer may purchase on a tier or volume basis. Such functionality may: (a) no longer function if applicable limits have been exceeded; (b) require Customer to pay additional fees based on Customer's usage; and (c) monitor or track Customer's usage and report that usage. Customer may not circumvent or attempt to circumvent this restriction by any means.

4.4 Assessment. Hyland shall be permitted to assess Customer's use of Hyland Experience to determine Customer's compliance with the grant of use and pricing terms of the Agreement, including, where applicable, to measure Customer's usage.

5. PRICES, INVOICES AND PAYMENT.

5.1 Invoicing. Customer shall pay all fees in such amounts as specified in each Order Form including any applicable additional fees if Customer exceeds the allotted capacity or other applicable limits specified in the Order Form or Hyland Experience Guide. Unless otherwise specified in an Order Form: (a) fees listed on a subscription basis will be invoiced annually in advance, (b) fees on a consumption basis will be calculated and invoiced monthly in arrears; and (c) fees for overages will be calculated and invoiced when incurred.

5.2 Renewals. Hyland may increase the annual fees for each renewal period by up to 10% of the previous year's fees.

6. CUSTOMER DATA WARRANTY AND AI DISCLAIMER.

6.1 Customer Data Warranty. Customer represents and warrants to Hyland that: (a) Customer is the legal custodian of the Customer Data and has the right and authority to use Hyland Experience in connection with all Customer Data and other materials hereunder; (b) Customer will use reasonable efforts to ensure that any Customer Data submitted to Hyland will be free of viruses; and (c) anyone submitting Customer Data to Hyland for use in connection with Hyland Experience, Success Path Services, or Professional Services (if any) has the legal authority to do so, either through ownership of the Customer Data or by obtaining appropriate authorizations therefor, and such submission does not violate any contracts, agreements, or any applicable law. Customer is responsible for all Customer Data that is submitted to Hyland for use in connection with Hyland Experience, Success Path Services or Professional Services (if any).

6.2 Artificial Intelligence. Hyland Experience may include artificial intelligence functionality that is designed to assist Customer with various tasks and processes. Such functionality is provided on an "as is" and "as available" basis and Hyland makes no representations or warranties of any kind, express or implied, as to the accuracy, reliability, or completeness of its output. Given the probabilistic nature of artificial intelligence technology, output generated and returned by such functionality may be incorrect and Hyland does not guarantee that the functionality will be error-free. Use of the artificial intelligence functionality is at

Customer's own risk and discretion. Customer is solely responsible to verify the accuracy and reliability of any output generated by the artificial intelligence functionality before making any decisions or taking any actions based on such output.

7. INDEMNIFICATION.

7.1 By Customer. Customer will indemnify, defend and hold harmless Hyland and its affiliates from and against all liabilities, damages and costs and expenses, including reasonable attorneys' fees, arising from or in connection with any third-party claim, action or proceeding instituted against Hyland based upon: (a) any Customer Data or third-party content provided by Customer and transmitted, stored, processed or used in Hyland Experience; or (b) Customer's use of Hyland Experience in violation of this Agreement or laws, rules, or regulations applicable to Customer. Hyland will: (y) promptly notify Customer of any claim for which Hyland seeks indemnification; and (z) reasonably cooperate with Customer in defending and settling the claim.

7.2 By Hyland.

7.2.1 Intellectual Property. Hyland agrees to indemnify Customer from and against all: amounts awarded in, or paid in settlement of, and reasonable out-of-pocket expenses incurred in defending, any third-party judicial claim instituted against Customer stating, with specificity, that Customer's use of Hyland Experience is the basis of the infringement or misappropriation of any patent, registered copyright or registered trademark of a third party, provided that Hyland: (a) is notified promptly after Customer receives notice of such claim; (b) is solely in charge of the defense of and any settlement negotiations with respect to such claim, provided, that Hyland will not settle any such claim without the prior written consent of Customer if such settlement contains a stipulation to or admission or acknowledgement of any liability or wrongdoing on the part of or otherwise requires payment by Customer; (c) receives Customer's reasonable cooperation in the defense or settlement of such claim; and (d) has the right, upon either the occurrence of or the likelihood (in the opinion of Hyland) of the occurrence of a finding of infringement or misappropriation, either to procure for Customer the right to continue use of Hyland Experience or replace the alleged infringing portions of Hyland Experience with other equivalent, non-infringing alternatives so that it no longer infringes. If, in its reasonable opinion, Hyland is unable to achieve either option set forth in (d), Hyland may terminate this Agreement and Customer's use of Hyland Experience upon thirty days advance written notice to Customer and refund to Customer a pro-rata refund of fees received by Hyland for the then current Product Subscription. Notwithstanding anything to the contrary, Hyland shall have no obligation to Customer to defend or satisfy any claims made against Customer to the extent that such claims arise from: (1) any Customer Data or third-party content; (2) use of Hyland Experience other than as expressly permitted by this Agreement; (3) the combination of Hyland Experience with any content, product, or service not furnished by Hyland; (4) the modification or addition of any component of Hyland Experience other than by Hyland or a contractor to Hyland specifically retained by Hyland to provide such modification or addition; or (5) Customer's business methods or processes.

7.2.2 Sole and Exclusive. THIS SECTION STATES HYLAND'S ENTIRE LIABILITY AND THE SOLE AND EXCLUSIVE REMEDY OF CUSTOMER WITH RESPECT TO ANY ALLEGED INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY BY HYLAND EXPERIENCE OR ANY COMPONENT THEREOF.

8. DATA EXTRACTION AND DELETION. For thirty days following termination or expiration of the Product Subscription, Hyland will make Customer Data available to Customer for export or download via the functionality in Hyland Experience as described in the Documentation. At the end of such thirty-day period, Hyland has no obligation to retain the Customer Data for Customer.

9. GENERAL TERMS APPLICABLE TO HYLAND EXPERIENCE. Customer acknowledges and agrees that, for all applicable purposes of the General Terms Schedule, Hyland Experience shall be considered Hyland Cloud Services.

10. ADDITIONAL TERMS AND CONDITIONS. If Hyland is a Hyland company set forth below, the additional or alternative terms and conditions set forth on the applicable Additional Terms Exhibit shall apply:

Hyland Company	Additional Terms Exhibit
Hyland Software Brasil LTDA.	Exhibit A
Hyland Software Germany GmbH	Exhibit B

Exhibit A

Hyland Software Brasil LTDA Additional Terms Exhibit

If Hyland is Hyland Software Brasil Ltda. this Exhibit A shall apply:

1. Section 5.2 (PRICES, INVOICES, AND PAYMENT; Renewals) of this Schedule shall be replaced in its entirety as follows:

"Customer shall pay fees to Hyland for Hyland Experience in such amounts as are invoiced by Hyland; provided, that during the first year of the Initial Term, Customer shall pay fees to Hyland for Hyland Experience as initially composed in accordance with the initial Order Form. Hyland will adjust the fees annually on each anniversary of the Effective Date by the last known accumulated value of IPCA at the time Hyland issues the invoice for fees. For all purposes, "IPCA" means the Índice de Preços para o Consumidor amplo, as measured by IBGE, or any index created to replace this index. Hyland will invoice Customer on or after the Effective Date for fees for the first year of the Initial Term. For any subsequent years, Hyland will invoice Customer for fees prior to the beginning of such year, and such invoice shall be due and payable by Customer to Hyland in full in accordance with the General Terms Schedule. In the event Customer adds expands its use of Hyland Experience and such increased use requires the payment of additional fees, Hyland will invoice Customer for such use on a prorated basis upon Hyland's acceptance of the purchase order for such additional Software. Thereafter, fees relating to such additional use shall be included in the subsequent invoices issued with respect to Hyland Experience."

Exhibit B

Hyland Software Germany GmbH Additional Terms Exhibit

If Hyland is Hyland Software Germany GmbH this Exhibit B shall apply:

1. Section 7.2.2 of this Schedule shall not apply.

The most current version of this document shall be such in effect as of 12:00am EST (Eastern Standard Time) of the date stamped on such online version.