

## Third-Party AI Model Providers

### 1. Amazon Bedrock.

1.1 As indicated in the AI Services Card made available on Hyland's Trust Center (currently, <https://security.hyland.com/?product=hyland-cloud>), Content Innovation Cloud may utilize Amazon Bedrock to provide Artificial Intelligence Technology. Amazon Bedrock may use automated abuse detection mechanisms designed to detect harmful content. If these mechanisms detect apparent child sexual abuse material, Customer agrees and instructs Amazon report the incident to the National Center for Missing and Exploited Children or other authority.

1.2 Output generated by models accessed through Amazon Bedrock may include information such as metadata, digital signatures, or watermarks to identify it is generated using a generative artificial intelligence model ("Provenance Data"), as indicated in applicable documentation (for example, [Amazon Titan Image Generator](#)). Customer may not modify, tamper with, remove, obscure, or otherwise alter such Provenance Data.

2. BYOM. Customer may have the option to connect and use an LLM of its choosing (a "Customer LLM") with Content Innovation Cloud, subject to Hyland's then-current technical and security requirements. Customer is solely responsible for the selection, configuration, operation, and licensing of any Customer LLM, including compliance with all applicable laws and third-party terms governing its use. Company makes no representations or warranties regarding the compatibility, accuracy, or performance of any Customer LLM with Content Innovation Cloud. Customer acknowledges that integration with a Customer LLM may affect the performance or results of Content Innovation Cloud, and Hyland disclaims any liability arising therefrom. Customer is solely responsible for any data transmitted to or processed by the Customer LLM, and for maintaining appropriate security and access controls. Hyland reserves the right to suspend or restrict integration with a Customer LLM if it poses a security, performance, or legal risk to Content Innovation Cloud or other customers.

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.