

AI Engine Terms of Service

Cloud Connected LLC

Effective Date: May 1, 2026 | Last Updated: May 1, 2026

AI Engine Terms of Service Cloud Connected LLC Effective Date: May 1, 2026 | Last Updated: May 1, 2026 Please read these Terms of Service ("Terms") carefully before installing or using AI Engine ("the Application"), a Salesforce AppExchange managed package provided by Cloud Connected LLC ("Cloud Connected", "we", "us", or "our"). By installing, configuring, or using AI Engine, you ("Customer", "you", or "your") agree to be bound by these Terms. 1. Acceptance of Terms By installing AI Engine from the Salesforce AppExchange or using any of its features, you confirm that you have read, understood, and agree to these Terms. If you do not agree, you must not install or use the Application. These Terms apply to all users within your Salesforce organization who use AI Engine. 2. Description of the Application AI Engine is a Salesforce native application that provides AI-powered sales assistance, record analysis, lead and opportunity scoring, and conversational data querying within Salesforce. The Application integrates with third-party AI providers (including but not limited to OpenAI, Anthropic, and Microsoft Azure OpenAI) via API connections configured by the Customer. AI Engine is a read-only assistant with respect to standard Salesforce data. The only automatic data writes performed by the Application are updates to package-owned scoring fields (AI_Score__c, AI_Score_Label__c, AI_Score_Reason__c) on Lead and Opportunity records, when AI Scoring is enabled by the administrator. 3. Customer Responsibilities 3.1 AI Provider Account and API Keys AI Engine requires the Customer to have a valid, active account with one or more third-party AI providers (e.g. OpenAI, Anthropic, Microsoft Azure). The Customer is solely responsible for:

- Obtaining and maintaining a valid subscription or account with the chosen AI provider
 - Securing and managing their AI provider API keys using Salesforce Named Credentials
 - Ensuring their use of the AI provider complies with that provider's terms of service, acceptable use policy, and data processing agreements
 - Any costs, fees, or charges incurred through their AI provider account as a result of using AI Engine
 - Ensuring the AI provider account has sufficient quota and rate limits for their usage Cloud Connected does not provide, manage, or have access to any AI provider API keys. All API keys are stored exclusively within the Customer's Salesforce organization using Salesforce Named Credentials and are never transmitted to Cloud Connected. 3.2 Data Sent to AI Providers By using AI Engine, the Customer acknowledges and agrees that:
 - Salesforce record data (field values, record context) configured by the Customer's administrator will be transmitted to the Customer's chosen AI provider for processing
 - The Customer is solely responsible for ensuring that any data transmitted to AI providers complies with applicable data protection laws (including GDPR, CCPA, and other applicable regulations)
 - The Customer is responsible for reviewing and complying with their AI provider's data processing agreements and privacy policies
 - If the AI Allow PII setting is enabled by the Customer's administrator, personal data including email addresses and phone numbers may be transmitted to the AI provider
 - Cloud Connected does not control, review, or retain any data transmitted between the Customer's Salesforce organization and third-party AI providers
 - 3.3 Configuration and Administration The Customer is responsible for:
 - Properly configuring AI Engine, including setting appropriate object and field access in AI Agent Config
 - Assigning the AI_Engine_Admin and AI_Engine_User Permission Sets only to authorized users
 - Configuring the AI Allow PII setting appropriately for their data protection obligations
 - Ensuring that their Salesforce organization's sharing rules, field-level security, and profiles are correctly configured
 - Training their users on appropriate use of the Application
 - 3.4 Acceptable Use The Customer agrees not to use AI Engine to:
 - Process data in violation of applicable laws or regulations
 - Attempt to circumvent Salesforce security controls or access data beyond the user's authorized permissions
 - Generate, store, or transmit unlawful, harmful, or offensive content
 - Engage in activities that violate Salesforce's own Terms of Service or AppExchange policies
4. Third-Party AI Providers AI Engine acts as a connector between the Customer's Salesforce organization and third-party AI providers. Cloud

Connected has no control over and accepts no responsibility for:

- The availability, reliability, or performance of any third-party AI provider
- Changes to any AI provider's API, pricing, terms of service, or capabilities
- The accuracy, quality, or appropriateness of AI-generated responses
- How third-party AI providers process, store, or use data transmitted to them
- Any outages, errors, or data breaches occurring at the AI provider level The Customer must independently review and agree to the terms of service of their chosen AI provider(s):
- OpenAI Terms of Service: platform.openai.com/docs/usage-policies
- Anthropic Usage Policy: anthropic.com/legal/usage-policy
- Microsoft Azure Terms of Service: azure.microsoft.com/en-us/support/legal 5. Data and Privacy 5.1 Data Processed by Cloud Connected Cloud Connected does not collect, store, or process any Customer Salesforce data, AI prompts, AI responses, or personal data of end users. AI Engine operates entirely within the Customer's Salesforce organization. The only data Cloud Connected may collect is:
 - License information (Salesforce Org ID, license key, trial start date) stored within the Customer's Salesforce org
 - Anonymized usage telemetry, if explicitly enabled (not enabled by default) 5.2 Data Stored Within Salesforce AI Engine stores the following metadata within the Customer's Salesforce organization in the AI_Activity_Log__c object:
 - Action type (e.g. Chat, Summary, Scoring)
 - AI model used
 - Token counts (input and output)
 - Request duration
 - Success or failure status
 - Salesforce record type and ID (for context)
 - User ID of the requesting user AI Engine does NOT store: prompt content, AI response content, record field values, or personal data in activity logs. 5.3 Data Retention AI_Activity_Log__c records are stored within the Customer's Salesforce organization and are subject to the Customer's own data retention policies. Cloud Connected does not control or manage the retention of data stored within the Customer's Salesforce org. 6. Intellectual Property AI Engine, including all code, components, documentation, and related materials, is the intellectual property of Cloud Connected LLC and is licensed (not sold) to the Customer. The Customer receives a limited, non-exclusive, non-transferable license to use AI Engine within their Salesforce organization during the term of their subscription. The Customer may not: reverse engineer, decompile, or disassemble the Application; copy, modify, or create derivative works; sublicense, sell, or transfer their license to any third party; or remove any proprietary notices or labels on the Application. 7. Subscription, Billing, and Trial 7.1 Trial Period AI Engine may be offered with a trial period. During the trial, the Customer has access to full Application functionality. Cloud Connected reserves the right to modify trial terms at any time. 7.2 Paid Subscription After the trial period, continued use of AI Engine requires a paid subscription. Subscription fees are based on the selected plan (Starter, Team, Growth, or Enterprise) as listed on the Cloud Connected website or AppExchange listing. Fees are billed in advance on a monthly or annual basis. 7.3 Refunds Subscription fees are non-refundable except where required by applicable law. If the Customer terminates their subscription before the end of a billing period, they retain access until the end of that period. 8. Disclaimer of Warranties AI ENGINE IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR ACCURACY OF AI-GENERATED CONTENT. Cloud Connected does not warrant that: (a) the Application will be error-free or uninterrupted; (b) AI-generated content will be accurate, complete, or suitable for any particular purpose; (c) the Application will meet the Customer's specific requirements; or (d) any defects will be corrected. The Customer uses AI-generated content at their own risk and is responsible for verifying the accuracy of any information generated by the Application before making business decisions based on it. 9. Limitation of Liability TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CLOUD CONNECTED SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, DATA, BUSINESS OPPORTUNITIES, OR GOODWILL, ARISING OUT OF OR IN CONNECTION WITH THE USE OF AI ENGINE. IN NO EVENT SHALL CLOUD CONNECTED'S TOTAL AGGREGATE LIABILITY EXCEED THE FEES PAID BY THE CUSTOMER TO CLOUD CONNECTED IN THE TWELVE (12) MONTHS PRECEDING THE CLAIM. Some jurisdictions do not allow the exclusion of certain warranties or limitation of liability, so some of the above limitations may not apply to you. 10. Indemnification The Customer agrees to indemnify, defend, and hold harmless Cloud Connected LLC, its officers, directors, employees, and agents from and against any claims, liabilities, damages, losses,

and expenses (including reasonable attorneys' fees) arising out of or in connection with:

- The Customer's use of AI Engine in violation of these Terms
- Data transmitted by the Customer to third-party AI providers
- The Customer's violation of any applicable laws or third-party rights

• Improper configuration or administration of AI Engine within the Customer's Salesforce organization

11. Termination Cloud Connected may suspend or terminate the Customer's access to AI Engine immediately if the Customer breaches these Terms, fails to pay applicable subscription fees, or engages in activities that violate Salesforce's AppExchange policies. The Customer may terminate their subscription at any time by uninstalling AI Engine from their Salesforce organization and notifying Cloud Connected. Upon termination, the Customer's license to use AI Engine ceases immediately.

12. Governing Law and Dispute Resolution These Terms shall be governed by and construed in accordance with the laws of the State of Delaware, United States, without regard to its conflict of law provisions. Any disputes arising under these Terms shall be resolved through binding arbitration in accordance with the rules of the American Arbitration Association, except that either party may seek injunctive relief in a court of competent jurisdiction.

13. Changes to These Terms Cloud Connected reserves the right to modify these Terms at any time. We will notify Customers of material changes via the AppExchange listing or by email to the administrator contact on file. Continued use of AI Engine after such notification constitutes acceptance of the updated Terms.

14. Contact Information For questions about these Terms of Service, please contact: Cloud Connected LLC Email: contact@cloudconnected.pl Website: www.cloudconnected.pl © 2026 Cloud Connected LLC. All rights reserved.