



MSP Risk Intelligence by SolarWinds MSP
Cloud Security and Privacy Guide

Contents

1 Introduction	3
2 Product Overview	4
3 MSP Risk Intelligence Security Overview	5
4 Amazon Web Services Security Overview	6
4.1 Reports, Certifications, and Independent Attestations	6
4.2 Information Assurance Certification and Accreditation Program (DIACAP)	6
4.3 Physical Security	7
4.4 Secure Services	7
4.5 Data Privacy	7
4.6 PCI DSS Level1	7
4.7 ISO 27001	8
5 MSP Risk Intelligence Product Security	9
5.1 Device Security	9
5.2 MSP Risk Intelligence Cloud Console	9
5.3 Data Security	10
6 MSP Risk Intelligence Software Services Agreement	11

1 Introduction

This document is intended to provide the reader with a thorough understanding of the MSP Risk Intelligence cloud based architecture as it relates to security and privacy matters. The document will provide samples of various MSP Risk Intelligence policies and documents to help organizations make informed decisions about using the MSP Risk Intelligence service and the security posture of the of the data being collected, analyzed and stored within the system.

2 Product Overview

MSP Risk Intelligence is a cloud based data breach prevention platform delivering endpoint scanning by leveraging the power of the cloud and via the Browser Plugin, CLI Scanner or Native Mobile Apps. This methodology is fast, highly accurate, and leverages what most organizations already have in place; Microsoft Active Directory, Systems Management tools, Web Applications, Internet access, and a browser.

This new highly accurate methodology delivers unique scanning capabilities for computing and mobile platforms, now and in the future. The cloud is leveraged for management, analysis, and reporting, while devices perform the heavy lifting of the scan process, permitting scalability across the globe. This distributed architecture provides unparalleled scalability allowing hundreds of thousands of devices to be scanned in a matter of seconds.

MSP Risk Intelligence performs deep inspection of devices using a variety of methodologies including the Windows Registry, native file systems, interrogating system configurations using operating system and Application API's, and Windows WMI queries. Using these direct access methods, instead of relying upon network packet response and injection provides highly accurate results, virtually eliminating false positives which will save time and money for security personnel. Additionally, there are no requirements for modifying ingress firewall routes and ports or configuring VPN connections as MSP Risk Intelligence executes on the device and communicates via standard HTTPS web traffic.

3 MSP Risk Intelligence Security Overview

MSP Risk Intelligence utilizes multiple layers of security throughout the system to ensure that customer data and privacy are protected. As the cornerstone of any cloud based solution, the data center and data storage locations are of upmost importance. Consequently, MSP Risk Intelligence has selected Amazon Web Services as our official cloud infrastructure provider. Below is a high level description of the security features provided by the Amazon Web Services infrastructure.

4 Amazon Web Services Security Overview

Amazon Web Services (AWS) delivers a highly scalable cloud computing platform with high availability and reliability, and the flexibility to enable customers to build a wide range of applications. In order to provide end-to-end security and end-to-end privacy, AWS builds services in accordance with security best practices, provides appropriate security features in those services, and documents how to use those features. In addition, AWS customers must use those features and best practices to architect an appropriately secure application environment. Enabling customers to ensure the confidentiality, integrity, and availability of their data is of the utmost importance to AWS, as is maintaining trust and confidence.

AWS provides a wide range of information regarding its IT control environment to customers through white papers, reports, certifications, and other third-party attestations. This information assists customers in understanding the controls in place relevant to the AWS services they use and how independent auditors have validated those controls. This information also assists customers in their efforts to account for and to validate that controls are operating effectively in their extended IT environment.

At a high level, Amazon Web Services takes the following approach to secure the AWS infrastructure:

4.1 Reports, Certifications, and Independent Attestations

AWS has in the past successfully completed multiple SAS70 Type II audits, and now publishes a Service Organization Controls 1 (SOC 1), Type 2 report, published under both the SSAE 16 and the ISAE 3402 professional standards, as well as a Service Organization Controls 2 (SOC 2) report. In addition, AWS has achieved ISO 27001 certification, and has been successfully validated as a Level 1 service provider under the Payment Card Industry (PCI) Data Security Standard (DSS). In the realm of public sector certifications, AWS has received authorization from the U.S. General Services Administration to operate at the FISMA Moderate level, and is also the platform for applications with Authorities to Operate (ATOs) under the Defense Information Assurance Certification and Accreditation Program (DIACAP).

4.2 Information Assurance Certification and Accreditation Program (DIACAP)

AWS will continue to obtain the appropriate security certifications and conduct audits to demonstrate the security of their infrastructure and services. For more information on risk and

compliance activities in the AWS cloud, consult the Amazon Web Services: Risk and Compliance whitepaper.

4.3 Physical Security

Amazon has many years of experience in designing, constructing, and operating large-scale data centers. AWS infrastructure is housed in Amazon-controlled data centers throughout the world. Only those within Amazon who have a legitimate business need to have such information know the actual location of these data centers, and the data centers themselves are secured with a variety of physical controls to prevent unauthorized access.

4.4 Secure Services

Each of the services within the AWS cloud is architected to be secure and contains a number of capabilities that restrict unauthorized access or usage without sacrificing the flexibility that customers demand. For more information about the security capabilities of each service in the AWS cloud, consult the Amazon Web Services: Overview of Security Processes whitepaper.

4.5 Data Privacy

AWS enables users to encrypt their personal or business data within the AWS cloud and publishes backup and redundancy procedures for services so that customers can gain greater understanding of how their data flows throughout AWS. For more information on the data privacy and backup procedures for each service in the AWS cloud, consult the Amazon Web Services: Overview of Security Processes whitepaper referenced above.

The AWS Security Center provides links to technical information, tools, and prescriptive guidance designed to help you build and manage secure applications in the AWS cloud. Our goal is to use this forum to proactively notify developers about security bulletins. Such transparency is the backbone of trust between AWS and our customers.

4.6 PCI DSS Level1

AWS has achieved Level 1 PCI compliance. AWS has been successfully validated as a Level 1 service provider under the Payment Card Industry (PCI) Data Security Standard (DSS). Merchants and other service providers can now run their applications on our PCI-compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud. Other enterprises can also benefit by running their applications on other PCI compliant technology infrastructure. PCI validated services include Amazon Elastic Compute Cloud (EC2), Amazon Simple Storage Service (S3), Amazon Elastic Block Storage (EBS) and Amazon Virtual Private Cloud (VPC), Amazon Relational Database Service (RDS), Amazon Elastic Load Balancing (ELB), Amazon

Identity and Access Management (IAM), and the underlying physical infrastructure and the AWS Management Environment.

For more information please visit the [AWS PCI DSS Level 1 FAQs](#).

4.7 ISO 27001

AWS has achieved ISO 27001 certification of their Information Security Management System (ISMS) covering AWS infrastructure, data centers, and services including Amazon Elastic Compute Cloud (Amazon EC2), Amazon Simple Storage Service (Amazon S3) and Amazon Virtual Private Cloud (Amazon VPC). ISO 27001/27002 is a widely-adopted global security standard that sets out requirements and best practices for a systematic approach to managing company and customer information that is based on periodic risk assessments.

In order to achieve the certification, a company must show it has a systematic and ongoing approach to managing information security risks that affect the confidentiality, integrity, and availability of company and customer information. This certification reinforces Amazon's commitment to providing transparency into our security controls and practices. AWS's ISO 27001 certification includes all AWS data centers in all regions worldwide and AWS has established a formal program to maintain the certification. A copy of the ISO certificate, available to AWS customers, describes the ISMS services and geographic scope.

For more information please visit the [ISO 27001 FAQs](#).

5 MSP Risk Intelligence Product Security

The MSP Risk Intelligence product development team has many years of experience developing solutions and applications for the security industry. Most of our team members have long and distinguished careers with security product companies both large and small and have published books and articles on secure product development and security standards. As part of our demanding standards for product quality and security, MSP Risk Intelligence is continually assessing and refining our approach to developing secure products for our customers.

At a high-level, the following are key components of the security architecture for MSP Risk Intelligence:

- [Device Security](#) (page 9)
- [MSP Risk Intelligence Cloud Console](#) (page 9)
- [Data Security](#) (page 10)

5.1 Device Security

The MSP Risk Intelligence Cloud Apps and components are digitally signed and verified before each execution to prevent unauthorized tampering with binary components. These components communicate directly to the MSP Risk Intelligence Cloud service over SSL verified connections to insure data security in motion.

5.2 MSP Risk Intelligence Cloud Console

The MSP Risk Intelligence Cloud Console is the heart of the solution. Providing a management interface that allows appropriate administration personnel to view and configure scanning and analyze the results of scans.

The Cloud Console is hosted in the secure Amazon Web Services cloud infrastructure. The Cloud Console Provides multitenant and role based access that allows customers to view only the data that is associated with their account and for the appropriate privilege level assigned to the logged in user.

Access to the Cloud Console is authenticated over SSL using the supplied user credentials to grant access as defined by the role and privilege of the requested user account within the assigned organization. Currently the MSP Risk Intelligence Cloud Console provides the following roles:

- User / Reporter
- Organization Administrator
- Domain Administrator

5.3 Data Security

MSP Risk Intelligence data is stored in Amazon's network of highly available data centers, strategically located around the world. These facilities are built from the ground up to protect services and data from harm, whether natural disaster or unauthorized access. Physical security best practices are maintained, including state-of-the-art hardware, 24-hour secured access, redundant power supplies, multiple fiber trunks, and other features. Because of system redundancy, updates can generally be deployed to the system without any downtime for users. The system is protected at the logical layer by robust data isolation, continuous monitoring, and a wide array of other recognized practices and technologies. PAN (Primary Account Number), PII (personally identifiable information) and other discovered data is redacted and masked on the host before being transmitted to the MSP Risk Intelligence cloud to eliminate any transmittal or storage of unencrypted sensitive data.

6 MSP Risk Intelligence Software Services Agreement

SOLARWINDS MSP UK LTD.

SOFTWARE SERVICES AGREEMENT

This Software Services Agreement, as of the date that You accept this Agreement (defined below) ("Effective Date"), is hereby entered into and agreed upon by you, either an individual or an entity ("You" or "Company") and SolarWinds MSP UK Ltd. ("SolarWinds MSP UK").

BY ACCEPTING THIS AGREEMENT, EITHER BY INDICATING YOUR ACCEPTANCE, BY EXECUTING AN ORDER FORM THAT REFERENCES THIS AGREEMENT, OR BY UTILIZING THE SERVICES (DEFINED BELOW), YOU AGREE TO THIS AGREEMENT. THIS AGREEMENT IS A LEGALLY BINDING CONTRACT BETWEEN YOU AND SOLARWINDS MSP UK AND SETS FORTH THE TERMS THAT GOVERN THE LICENSE PROVIDED TO YOU HEREUNDER. IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THIS AGREEMENT. ANY CHANGES, ADDITIONS OR DELETIONS BY YOU TO THIS AGREEMENT WILL NOT BE ACCEPTED AND WILL NOT BE A PART OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THIS AGREEMENT, YOU MUST NOT DOWNLOAD, INSTALL, OR USE THE SOFTWARE, AND YOU MAY NOT USE THE SERVICES.

SolarWinds MSP UK may modify this Agreement from time to time and will post the most up-to-date version on its website. Your continued use of the Services and Software following modification to the Services or Software or updated Agreement constitutes Your consent to be bound by the modified Agreement.

1. Definitions

1.1 "**Affiliates**" means an entity controlled by, under common control with, or controlling such party, where control is denoted by having fifty percent (50%) or more of the voting power (or equivalent) of the applicable entity. Subject to the terms and conditions of this Agreement, Affiliates may use the license granted hereunder. All references to SolarWinds MSP shall be deemed to be references to SolarWinds MSP UK and its Affiliates.

1.2 "**Agreement**" means the Software Services Agreement, any applicable Product Addendum, and the Order Form.

1.3 "**Client(s)**" means, if You are an MSP, Your customer(s).

1.4 "**Devices**" means (whether physical or virtual) a server, system, workstation, computer, mobile device, or end point upon which or through the Services are used and/or on which the Software is installed.

1.5 "**Documentation**" means the official user documentation prepared and provided by SolarWinds MSP UK to You on the use of the Services or Software (as updated from time to time). For the avoidance of doubt, any online community site; unofficial documentation, videos, white papers, or related media; or feedback do not constitute Documentation.

1.6 "**MSP**" means a managed service provider.

1.7 "**Order Form**" means the SolarWinds MSP order page, product information dashboard, or other SolarWinds MSP ordering document that specifies Your purchase of the Services, pricing, and other related information.

1.8 "**Product Addendum(a)**" means additional terms and conditions set forth in Section 16 that relate to the applicable Services, Software, or Documentation.

1.9 "**Services**" means the products and software services, including any application programming interface that accesses functionality, that are provided to You by SolarWinds MSP UK.

1.10 "**Software**" means the object code versions of any downloadable software provided by SolarWinds MSP UK solely for the purpose of accessing the Services, including but not limited to an agent, together with the updates, new releases or versions, modifications or enhancements, owned and provided by SolarWinds MSP to You pursuant to this Agreement.

1.11 "**Support**" means the standard maintenance or support to be provided by SolarWinds MSP or its designated agents as set forth in this Agreement.

1.12 "**User**" means an individual authorized by You to use the Services, Software, and Documentation, for whom You have purchased a subscription or to whom You have supplied a user identification and password. User(s) may only include Your employees, consultants, and contractors, unless You are an MSP, in which case the User(s) may include Your employees, consultants, contractors, agents, and Clients.

1.13 "**Your Data**" means data, files, or information accessed, used, communicated, stored, or submitted by You or Your Users related to Your or Your User's use of the Services or Software.

2. Provision of Services

2.1 **Services License.** Upon payment of fees and subject to continuous compliance with this Agreement, SolarWinds MSP UK hereby grants You a limited, nonexclusive, non-transferable license to access, use, and install (if applicable) the Services, Software, and Documentation during the Term (defined below). SolarWinds MSP UK may deliver the Services or Software to You with the assistance of its Affiliates, licensors, and service providers. You may provide, make available to, or permit Your Users to use or access the Services, the Software, or Documentation, in whole or in part.

2.2 Evaluation or Beta License. If the Services, Software, and Documentation are provided to You for evaluation, beta, or release candidate purposes, SolarWinds MSP UK grants to You a limited, nonexclusive, non-transferable evaluation license to use the Services, Software, and Documentation solely for evaluation prior to purchase or implementation (an "Evaluation License"). You shall not use the Evaluation License for production use. The Evaluation License shall terminate on the end date of the pre-determined evaluation period or immediately upon notice from SolarWinds MSP in its sole discretion. Notwithstanding any other provision contained herein, the Services, Software, and Documentation provided pursuant to an Evaluation License are provided to You "AS IS" without indemnification, Support, or warranty of any kind, express or implied. Except to the extent such terms conflict with this Section, all other terms of this Agreement shall apply to Services, Software, and Documentation licensed under an Evaluation License.

3. License Restrictions; Obligations

3.1 License Restrictions. You may not (i) provide, make available to, or permit individuals other than Your Users to use or access the Services, the Software, or Documentation, in whole or in part; (ii) copy, reproduce, republish, upload, post, or transmit the Services, Software, or Documentation (except for back-up or archival purposes, which will not be used for transfer, distribution, sale, or installation on Your or Your Users' Devices); (iii) license, sell, resell, rent, lease, transfer, distribute, or otherwise transfer rights to the Services, Software, or Documentation unless as authorized in this Agreement; (iv) modify, translate, reverse engineer, decompile, disassemble, create derivative works, or otherwise attempt to derive the source code of the Services, Software, or Documentation; (v) create, market, distribute add-ons or enhancements or incorporate into another product the Services or Software without prior written consent of SolarWinds MSP UK; (vi) remove any proprietary notices or labels on the Services, Software, or Documentation, unless authorized by SolarWinds MSP UK; (vii) license the Services, Software, or Documentation if You (or any of Your Users) are a direct competitor of SolarWinds MSP for the purposes of monitoring the availability, performance, or functionality or for any other benchmarking or competitive purposes; (viii) use the Services or Software to store or transmit infringing, libelous, unlawful, or tortious material or to store or transmit material in violation of third party rights, including privacy rights; (ix) use the Services or Software to violate any rights of others; (x) use the Services or Software to store or transmit malicious code, Trojan horses, malware, spam, viruses, or other destructive technology ("Viruses"); (xi) interfere with, impair, or disrupt the integrity or performance of the Services or any other third party's use of the Services; (xii) use the Services in a manner that results in excessive use, bandwidth, or storage; or (xiii) alter, circumvent, or provide the means to alter or circumvent the Services or Software, including technical limitations, recurring fees, or usage limits.

3.2 Your Obligations. You acknowledge, agree, and warrant that: (i) You will be responsible for Your and Your Users' activity and compliance with this Agreement, and if You become aware of any violation, You will immediately terminate the offending party's access to the Services, Software, and Documentation and notify SolarWinds MSP; (ii) You and Your Users will comply with all applicable local, state, federal, and international laws; (iii) You will establish a constant internet connection and electrical supply for the use of the Services, ensure the Software is installed on a supported platform as set forth in the Documentation, and the Services and Software are used only with public domain or properly licensed third party materials; (iv) You will install the latest version of the Software on Devices accessing or using the Services; (v) You have obtained sufficient consent and rights to access, use and store Your Data and any other system or network and will be solely responsible for the accuracy, security, quality, integrity, and legality of the same; and (vi) You will keep your registration information, billing information, and technical data accurate, complete, and current for as long as You subscribe to the Services, Software and Documentation.

If You are a MSP, You further acknowledge, agree, and warrant that: (i) You have sufficient technical infrastructure, knowledge, and expertise to perform Your duties for Your Clients; (ii) You will provide all sales, problem resolution, and support services to Your Client(s); (iii) You will be responsible for billing, invoicing, and collection for Your Clients; and (iv) You will operate at Your own expense and risk under Your own name as an MSP.

4. Proprietary Rights

4.1 Ownership of SolarWinds MSP Intellectual Property. The Services, Software, and Documentation are licensed, not sold. Use of "purchase" in conjunction with licenses of the Services, Software and Documentation shall not imply a transfer of ownership. Except for the limited rights expressly granted by SolarWinds MSP UK to You, You acknowledge and agree that all right, title and interest in and to all copyright, trademark, patent, trade secret, intellectual property (including without limitation algorithms, business processes, improvements, enhancements, modifications, derivative works, information collected and analyzed in connection with the Services) and other proprietary rights, arising out of or relating to the Services, the Software, the provision of the Services or Software, and the Documentation, belong exclusively to SolarWinds MSP or its suppliers or licensors. All rights, title, and interest in and to content, which may be accessed through the Services or the Software, is the property of the respective owner and may be protected by applicable intellectual property laws and treaties. This Agreement gives You no rights to such content, including use of the same. SolarWinds MSP is hereby granted a royalty-free, fully-paid, worldwide, exclusive, transferable, sub-licensable, irrevocable and perpetual license to use or incorporate into its products and services any information, data, suggestions, enhancement requests, recommendations or other feedback provided by You or Your Users relating

to the Services or Software. All rights not expressly granted under this Agreement are reserved by SolarWinds MSP.

4.2 Ownership of Your Data. You and Your Users retain all right, title, and interest in and to all copyright, trademark, patent, trade secret, intellectual property and other proprietary rights in and to Your Data. SolarWinds MSP's right to access and use the same are limited to those expressly granted in this Agreement. No other rights with respect to Your Data are implied.

5. Term; Termination

5.1 Term. Unless terminated earlier in accordance with this Section, this Agreement will begin on the Effective Date and will continue until the end of the period specified in the applicable Order Form (the "Initial Term"). You authorize SolarWinds MSP to automatically renew the applicable Services upon the expiration of the Initial Term (each a "Renewal Term," and collectively with the Initial Term, the "Term"). The Renewal Term will be the same length as the Initial Term unless otherwise specified by SolarWinds MSP at the time of renewal.

5.2 Your Termination Rights.

5.2.1 Monthly Term. You may terminate this Agreement by providing SolarWinds MSP with ten (10) business day written notice of Your intention to terminate this Agreement prior to the end of the current Term. Termination will take effect after the relevant Term is completed.

5.2.2 Annual or Other Term. After the Initial Term, You may terminate the Agreement by providing SolarWinds MSP with ninety (90) day prior written notice of Your intention to terminate the Agreement. The ninety (90) day termination period will commence on the first day of the full month after receipt of the termination notice.

5.3 SolarWinds MSP Suspension or Termination Rights. SolarWinds MSP may suspend or terminate this Agreement upon thirty (30) day prior written notice or immediately if You become subject to bankruptcy or any other proceeding relating to insolvency, receivership, liquidation, or assignment for the benefit of creditors; You infringe or misappropriate SolarWinds MSP's intellectual property; You breach this Agreement or Order Form, including failure to make any payment of fees when due; or pursuant to the receipt of a subpoena, court order, or other request by a law enforcement agency.

5.4 Effect of Termination. Termination shall not relieve You of the obligation to pay any fees or other amounts accrued or payable to SolarWinds MSP through the end of the current Term. You shall not receive a credit or refund for any fees or payments made prior to termination. You will retrieve Your Data or copies of Your Data from SolarWinds MSP prior to the effective termination date. Upon termination of this Agreement, You acknowledge and agree that SolarWinds MSP will delete Your Data. Your Data, once deleted, is not able to be recovered. Without prejudice to any other

rights, upon termination, You must cease all use of the Services, Software, and Documentation and destroy or return (upon request by SolarWinds MSP) all copies of the Services, Software, and Documentation. Sections 1, 3, 4, 5.4, 6, 7, 9, 10, 11, 12, 13, 15, and 16 shall survive any termination or expiration of this Agreement.

6. Fees and Payment

All orders placed will be considered final upon acceptance by SolarWinds MSP. Fees will be due and payable as set forth on the Order Form. Unless otherwise set forth herein, fees shall be at SolarWinds MSP's then-standard rates at the time of invoice or, if applicable, as set forth in the Order Form. If You fail to pay, SolarWinds MSP shall be entitled, at its sole discretion, to: (i) suspend provision of the Services until You fulfill Your pending obligations; (ii) charge You an interest rate designated by SolarWinds MSP at the time of invoice; (iii) terminate this Agreement. If applicable, if You exceed the license capacity designated in Your Order Form, in addition to SolarWinds MSP's other remedies, You will be charged additional fees, which will be reflected in Your invoice. Unless otherwise stated, all payments made under this Agreement shall be in United States dollars. Fees are non-refundable.

7. Taxes

All fees are exclusive of taxes, and You shall pay or reimburse SolarWinds MSP for all taxes arising out of transactions contemplated by this Agreement. If You are required to withhold any tax for payments due, You shall gross Your payments to SolarWinds MSP so that SolarWinds MSP receives sums due in full, free of any deductions. You will provide documentation to SolarWinds MSP showing that taxes have been paid to the relevant taxing authority. "Taxes" means any sales, VAT, use, and other taxes (other than taxes on SolarWinds MSP's income), export and import fees, customs duties and similar charges imposed by any government or other authority. You hereby confirm that SolarWinds MSP can rely on the name and address that You provide to SolarWinds MSP when You agree to the fees or in connection with Your payment method as being the place of supply for sales tax and income tax purposes or as being the place of supply for VAT purposes where You have established Your business.

8. Data; Data Protection

8.1 Data. SolarWinds MSP agrees that Your Data, if categorized in accordance with Section 9, shall be treated as confidential by SolarWinds MSP. You agree that You and Your Users are responsible for maintaining and protecting backups of Your Data directly or indirectly processed using the Services and that SolarWinds MSP is not responsible for exportation of, the failure to store, the loss, or the corruption of Your Data. You agree that SolarWinds MSP will collect, access, process, and use technical and

related information about You, Your Users and Your and Your Users' use of the Services and Software, including Your internet protocol address, the hardware and software that You utilize, and various usage statistics, to assist with the necessary operation and function of the Services and Software and to facilitate in the provision of updates, support, invoicing, marketing, and research and development. As a reminder, SolarWinds MSP Privacy Statement can be found on SolarWinds MSP's website, and SolarWinds MSP may update its Privacy Statement from time to time. SolarWinds MSP may remove Your Data or any other data, information, or content of data or files used, stored, processed or otherwise by You or Your Users that SolarWinds MSP, in its sole discretion, believes to be or is: (a) a Virus; (b) illegal, libelous, abusive, threatening, harmful, vulgar, pornographic, or obscene; (c) used for the purpose of spamming, chain letters, or dissemination of objectionable material; (d) used to cause offense, defame or harass; or (e) infringing the intellectual property rights or any other rights of any third party.

8.2 Data Protection. Each party shall comply with its respective obligations under applicable data protection laws. You and Your Users warrant that through Your use of the Services during the Term: (i) in respect of the personal data You or Your Users collect, use, process, access, or disclose, You alone shall determine the purpose for and manner in which personal data is, or will be, processed, if any; (ii) You warrant that You have obtained all necessary consents from Your Users or any other third party required under applicable law: (a) to disclose or process their personal data to SolarWinds MSP or its agents and (b) for SolarWinds MSP or its agents to collect, use, process, access, or disclose the personal data as set forth herein or as otherwise designated by You or Your Users; (iii) in the event You are located only in the European Union, (x) You are the data controller of all personal data You or Your Users may process and (y) SolarWinds MSP is the data processor in respect of the personal data processed as provided by You. You agree that Your, Your Users', and any third party personal data provided to SolarWinds MSP may be stored, transferred, and processed by SolarWinds MSP in any country in which SolarWinds MSP maintains facilities or personnel, and You and Your Users consent to any such transfer of the personal data outside of Your (or Your Users') country. You warrant and undertake that any instructions given by You to SolarWinds MSP will be in accordance with applicable law.

9. Confidential Information

As used in this Agreement, "Confidential Information" means any nonpublic information or materials disclosed by either party to the other party, either directly or indirectly, in writing, orally, or by inspection of tangible objects that the disclosing party clearly identifies as confidential or proprietary. SolarWinds MSP Confidential Information includes the Services, Software, and any information or materials relating to the Services, Software (including pricing), or otherwise. Confidential Information may also include confidential or proprietary information disclosed to a disclosing party by a third party. The receiving party will: (i) hold the disclosing party's Confidential

Information in confidence and use reasonable care to protect the same; (ii) restrict disclosure of such Confidential Information to those of its employees or agents with a need to know such information and who are under a duty of confidentiality respecting the protection of confidential information, which is substantially similar to those of this Agreement and which would extend to the disclosing party's Confidential Information; (iii) use such Confidential Information only for the purposes for which it was disclosed, unless otherwise set forth herein. The restrictions will not apply to Confidential Information to the extent it (i) is, or through no fault of the recipient has become, generally available to the public; (ii) was lawfully received by the receiving party from a third party without such restrictions; (iv) was known to the receiving party without such restrictions prior to receipt from the disclosing party; (v) was independently developed by the receiving party without breach of this Agreement or access to or use of the Confidential Information. The recipient may disclose Confidential Information to the extent the disclosure is required by law, regulation, or judicial order, provided that the receiving party will provide to the disclosing party prompt notice, where permitted, of such order and will take reasonable steps to contest or limit the steps of any required disclosure. The parties agree that any material breach of Section 3 or this Section will cause irreparable injury and that injunctive relief in a court of competent jurisdiction will be appropriate to prevent an initial or continuing breach of these Sections in addition to any other relief to the applicable party may be entitled.

10. Disclaimer

THE SERVICES, SOFTWARE, DOCUMENTATION, AND ALL OTHER PRODUCTS AND SERVICES PROVIDED HEREUNDER, INCLUDING THIRD PARTY HOSTED SERVICES, ARE PROVIDED ON "AS IS" AND "AS IS AVAILABLE" BASIS. SOLARWINDS MSP DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES OF ANY KIND, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, ACCURACY, RELIABILITY, SECURITY, CONTINUITY, OR ABSENCE OF DEFECT RELATING TO THE SERVICES, SOFTWARE, DOCUMENTATION, ANY OTHER PRODUCT OR SERVICES, OR RESULTS OF THE SAME PROVIDED TO YOU UNDER THIS AGREEMENT. SOLARWINDS MSP DOES NOT WARRANT THAT THE SPECIFICATIONS OR FUNCTIONS CONTAINED IN THE SERVICES OR SOFTWARE WILL MEET YOUR REQUIREMENTS OR THAT DEFECTS IN THE SERVICES OR SOFTWARE WILL BE CORRECTED. YOUR ACCESS, INSTALLATION, AND USE OF THE SOFTWARE AND SERVICES ARE AT YOUR SOLE DISCRETION AND RISK, AND YOU ARE SOLELY RESPONSIBLE FOR ANY DAMAGES TO YOUR DEVICE(S) OR THE LOSS OR CORRUPTION OF YOUR DATA. SOLARWINDS MSP ALSO SPECIFICALLY DISCLAIMS RESPONSIBILITY OF THIRD PARTY PRODUCTS AND SERVICES WITH WHICH YOU MAY UTILIZE THE SERVICES AND SOFTWARE, AND YOU SPECIFICALLY DISCLAIM AND WAIVE ANY RIGHTS AND CLAIMS YOU MAY HAVE AGAINST SOLARWINDS MSP WITH RESPECT TO SUCH THIRD PARTY PRODUCTS AND SERVICES, TO THE MAXIMUM EXTENT PERMITTED BY LAW.

11. Indemnification

11.1 SolarWinds MSP UK Indemnification. SolarWinds MSP UK will indemnify, defend, and hold You harmless from any third party claim brought against You that the Services, as provided by SolarWinds MSP UK, infringe or misappropriate any U.S. patent, copyright, trademark, trade secret, or other intellectual property rights of a third party, provided (i) use of the Services by You or Your Users is in conformity with the Agreement and Documentation; (ii) the infringement is not caused by modification or alteration of the Services; and/or (iii) the infringement was not caused by a combination or use of the Services with products not supplied by SolarWinds MSP UK. SolarWinds MSP UK indemnification obligations are contingent upon You: (i) promptly notifying SolarWinds MSP UK in writing of the claim; (ii) granting SolarWinds MSP sole control of the selection of counsel, defense, and settlement of the claim; and (iii) providing SolarWinds MSP with reasonable assistance, information and authority required for the defense and settlement of the claim. This Section states SolarWinds MSP's entire liability (and shall be Your sole and exclusive remedy) with respect to indemnification to You.

11.2 Your Indemnification. You agree to indemnify, defend, and hold harmless SolarWinds MSP, its directors, employees, and agents from and against any claims asserted by any third party arising out of or due to: (i) Your Data; (ii) Your (or Your User's) breach of this Agreement; (iii) Your (or Your User's) use of the Services, Software, or Documentation in violation of third party rights, including any intellectual property rights, or any applicable laws, or (iv) Your (or Your User's) misuse of the Services, Software, or Documentation.

12. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, (I) IN NO EVENT WILL SOLARWINDS MSP, ITS DIRECTORS, EMPLOYEES, OR AGENTS HAVE ANY LIABILITY, CONTINGENT OR OTHERWISE, FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, STATUTORY OR EXEMPLARY DAMAGES ARISING OUT OF OR RELATING TO THIS AGREEMENT, THE SERVICES, SOFTWARE, DOCUMENTATION, OR ANY OTHER PRODUCTS OR SERVICES PROVIDED HEREUNDER, INCLUDING, BUT NOT LIMITED TO LOST PROFITS, LOST OR CORRUPTED DATA, LOSS OF GOODWILL, WORK STOPPAGE, EQUIPMENT FAILURE OR MALFUNCTION, PROPERTY DAMAGE OR ANY OTHER DAMAGES OR LOSSES, EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY THEREOF, AND REGARDLESS OF THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT, STATUTE, INDEMNITY OR OTHERWISE) UPON WHICH ANY SUCH LIABILITY IS BASED; AND (II) THE AGGREGATE LIABILITY OF SOLARWINDS MSP AND ITS DIRECTORS, EMPLOYEES, AND AGENTS, AND THE SOLE REMEDY AVAILABLE TO YOU ARISING OUT OF OR RELATING TO THIS AGREEMENT, THE SERVICES, SOFTWARE, OR ANY PRODUCTS OR SERVICES PROVIDED HEREUNDER SHALL BE LIMITED TO TERMINATION OF THIS AGREEMENT AND DAMAGES NOT TO EXCEED THE TOTAL AMOUNT PAYABLE OR PAID TO

SOLARWINDS MSP UNDER THIS AGREEMENT DURING THE TWELVE MONTHS PRIOR TO TERMINATION.

13. Third Party Programs

You may receive access to third party programs through the Services or Software, or third party programs may be bundled with the Services or Software. These third party software programs are governed by their own license terms, which may include open source or free software licenses, and those terms will prevail over this Agreement as to Your use of the third party programs. Nothing in this Agreement limits Your or Your Users' rights under, or grants You or Your User rights that supersede, the terms of any such third party program.

14. Support

14.1 SolarWinds MSP Support. If applicable to You, SolarWinds MSP shall, during the Term, provide You with Software Support. You agree to: (i) promptly contact SolarWinds MSP with all problems with the Services or Software; and (ii) cooperate with and provide SolarWinds MSP with all relevant information and implement any corrective procedures that SolarWinds MSP requires to provide Support.

14.2 Provision of Support. During the Term, You may receive:

14.2.1 Online Support. Your contact(s) may submit support and related requests via an online portal that is available on the Support website 24 hours a day, 7 days a week, 363 days a year (Support is not available on December 25 or January 1). Each request is given a unique identification number for Your convenience and reference. All online support submissions are managed using the English language.

14.2.2 Telephone Support. Telephone support is generally available 24 hours a day, 7 days a week, 363 days a year.

14.2.3 Live Chat Support. Live chat support is available from the HELP area of the Services and is generally available 24 hours a day, 7 days a week, 363 days a year.

14.3 Limitations. SolarWinds MSP will have no obligation to provide Support for problems caused by or arising out of the following: (i) modifications or changes to the Software or Services; (ii) use of the Software or Services not in accordance with the Agreement or Documentation; or (iii) third party products that are not authorized in the Documentation or, for authorized third party products in the Documentation, problems arising solely from such third party products.

15 General

15.1 Notices. All notices must be in writing and shall be mailed by registered or certified mail, or sent via email to legalmsp@solarwinds.com (with evidence of effective

transmission). All notices must be addressed to Legal Department, 7171 Southwest Parkway, Building 400, Austin, Texas 78735.

15.2 Entire Agreement. This Agreement constitutes the entire agreement between the parties relating to the Services, Software, and Documentation provided hereunder and supersedes all prior or contemporaneous communications, agreements and understandings, written or oral, with respect to the subject matter hereof. If other SolarWinds MSP terms or conditions conflict with this Agreement, this Agreement shall prevail and control with respect to the Services, Software, and Documentation provided hereunder. In addition, any and all additional or conflicting terms provided by You, whether in a purchase order, an alternative license, or otherwise, shall be void and shall have no effect.

15.3 Export Control Laws. The Services, Software, and Documentation delivered to You under this Agreement are subject to export control laws and regulations and may also be subject to import and export laws of the jurisdiction in which it was accessed, used, or obtained, if outside those jurisdictions. You shall abide by all applicable export control laws, rules, and regulations applicable to the Services, Software, and Documentation. You agree that You are not located in or are not under the control of or a resident of any country, person, or entity prohibited to receive the Services, Software, or Documentation due to export restrictions and that You will not export, re-export, transfer, or permit the use of the Services, Software, or Documentation, in whole or in part, to or in any of such countries or to any of such persons or entities.

15.4 Modifications. Unless as otherwise set forth herein, this Agreement shall not be amended or modified by You except in a writing signed by authorized representatives of each party.

15.5 Severability. If any provision of this Agreement is held to be unenforceable, illegal, or void, that shall not affect the enforceability of the remaining provisions. The parties further agree that the unenforceable provision shall be deemed replaced by a provision that is binding and enforceable and that differs as little as possible from the unenforceable provision, with considerations of the object and purpose of this Agreement.

15.6 Waiver. The delay or failure of either party to exercise any right provided in this Agreement shall not be deemed a waiver.

15.7 Force Majeure. SolarWinds MSP will not be liable for any delay or failure to perform obligations under this Agreement due to any cause beyond its reasonable control, including acts of God; labor disputes; industrial disturbances; systematic electrical, telecommunications or other utility failures; earthquakes, storms, or other elements of nature; blockages; embargoes; riots; acts or orders of government; acts of terrorism; and war.

15.8 Construction. Paragraph headings are for convenience and shall have no effect on interpretation.

15.9 Governing Law. This Agreement shall be governed by the laws of the State of Texas and of the United States, without regard to any conflict of laws provisions, except that the United Nations Convention on the International Sale of Goods and the provisions of the Uniform Computer Information Transactions Act shall not apply to this Agreement. You hereby consent to jurisdiction of the state and federal courts of Texas.

15.10 Third Party Rights. Other than as expressly provided herein, this Agreement does not create any rights for any person who is not a party to it, and no person not a party to this Agreement may enforce any of its terms or rely on an exclusion or limitation contained in it.

15.11 U.S. Government Use. SolarWinds MSP's Services, Software and Documentation were developed exclusively at private expense and are a "commercial item" as defined in FAR 2.101, and any supplement is provided with no greater than RESTRICTED RIGHTS. Such Services, Software, Documentation, and related items consist of "commercial computer software," "commercial computer software documentation," and commercial technical data as defined in the applicable acquisition regulations, including FAR 2.101 and FAR Part 12. Use, duplication, release, modification, transfer, or disclosure ("Use") of the Services, Software, and Documentation are restricted by this Agreement and in accordance with DFARS Section 227.7202 and FAR Section 12.212, and the Services, Software, and Documentation are licensed (i) only as commercial items; and (ii) with only the rights granted to commercial end users pursuant to this Agreement. Such Use is further restricted by FAR 52.227-14, 252.227-7015, or similar acquisition regulations, as applicable and amended. Except as described herein, all other Use is prohibited. This Section is in lieu of, and supersedes, any other FAR, DFARS, or other clause addressing Government rights under this Agreement or any other contract under which the Services, Software, or Documentation is acquired or licensed. Manufacturer is SolarWinds MSP UK Ltd., 20 Greenmarket, Dundee DD1 4QB, United Kingdom.

16. Product Addenda

16.1 Mail Services Product.

Effect of Termination. You acknowledge and agree You are solely responsible for adjusting the relevant DNS (MX record) and/or mail server settings such that emails no longer pass through the SolarWinds MSP systems and for exporting any emails from the archive prior to termination of the Services. Your failure to do so may cause emails to be lost.

16.2 Backup.

Disclaimer. IN ADDITION TO THE OTHER TERMS AND CONDITIONS HEREIN, YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT YOUR DATA MAY NOT BE AVAILABLE OR RESTORABLE IF (1) YOU UTILIZE THE SERVICES IN EXCESS OF THE AMOUNT YOU ORDERED; (2) A COPY OF YOUR DATA WAS NOT COMPLETED; (3) YOU ATTEMPT TO

BACKUP DEVICES, FILES, FOLDERS, OR DRIVES NOT SUPPORTED BY THE SERVICES AS SET FORTH IN THE DOCUMENTATION; (4) YOU DESELECT OR DELETE A DEVICE, FILE, FOLDER, OR DRIVE FROM YOUR SOLARWINDS MSP ACCOUNT, FROM YOUR DEVICE, OR FROM BEING BACKED UP BY THE SERVICES; (5) YOU MODIFY YOUR OPERATING SYSTEM IN A MANNER THAT BREAKS COMPATABILITY OR INHIBITS THE FUNCTIONALITY OF THE SERVICES OR SOFTWARE; (6) YOUR COMPUTER IS UNABLE TO ACCESS THE INTERNET OR SOLARWINDS MSP INFRASTRUCTURE; (7) YOU FAIL TO COMPLY WITH THE AGREEMENT OR DOCUMENTATION; OR (8) YOU TERMINATE OR FAIL TO RENEW YOUR SUBSCRIPTION TO THE SERVICES.



SolarWinds
400, 7171 Southwest Pkwy
Austin, TX, USA 78735
866.530.8100

Last updated (day/month/year): Tuesday, June 20, 2017