

End User License Agreement for the Events Mobile App for iOS

This is a legally binding agreement. Please read it carefully. By clicking "I Agree," or installing or using the Events Mobile App software and/or any updates to such software provided by Salesforce, Inc. (the "App"), you, as the user of the App ("You"), agree to the following terms:

1. GENERAL TERMS

Apple Inc. may, at any time and without notice, restrict, interrupt or prevent use of the App, or delete the App from your Apple devices, or require Salesforce to do any of the foregoing, without entitling You to any refund, credit or other compensation from Salesforce or any third party (including, but not limited to, Apple Inc. or your network connectivity provider).

This End User License Agreement was last updated on April 11, 2022. It is effective between You and Salesforce as of the date You first download, install or use the App, whichever is earliest. You are responsible for reading and complying with any amended version of this End User License Agreement that is posted at http://www.salesforce.com/company/legal/agreements/ before such version can be made available by Salesforce via the App.

2. TERMS REQUIRED BY APPLE INC.

- (a) This End User License Agreement is between You and Salesforce only, and not with Apple. Salesforce is solely responsible for the App.
- (b) Your use of the App must comply with the Usage Rules set forth in the Apple App Store Terms of Use. The license granted to You for the App is a non-transferable license to use the App on any iOS Products that You own or control and as permitted by the Usage Rules set forth in the App Store Terms of Service, except that such App may be accessed, acquired, and used by other accounts associated with You via Apple's Family Sharing program or volume purchasing.
- (c) Salesforce is solely responsible for providing and Apple has no obligation to provide maintenance and support for the App. Support requests, as well as questions or complaints regarding the App, may be directed to Salesforce Customer Support, at www.help.salesforce.com to inquire via email, or at 1-800-NO-SOFTWARE to inquire via phone. Any claims regarding the App may be submitted via email to legal@salesforce.com.

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- (d) In the event of any failure of the App to comply with any warranty that may exist as a matter of law, You may notify Apple, and Apple will refund the purchase price for the App to You. To the maximum extent permitted by applicable law, Apple will have no other warranty obligation whatsoever with respect to the App, and will not be liable for any other claims, losses, liabilities, damages, costs or expenses attributable to any failure to conform to any warranty. Salesforce shall not be required to provide a refund to You under any circumstances.
- (e) Apple shall not be responsible for addressing any claims by You or any third party relating to the App or Your possession and/or use of the App, including but not limited to (i) product liability claims, (ii) any claim that the App fails to conform to any applicable legal or regulatory requirement, or (iii) claims arising under consumer protection or similar legislation.
- (f) Apple shall not be responsible for the investigation, defense, settlement or discharge of any claim that the App, or your possession and use of the App, infringes a third party's intellectual property rights.
- (g) You represent and warrant that (i) the App will not be downloaded or used in, or transported to, a country that is subject to a U.S. Government embargo, or has been designated by the U.S. Government as a "terrorist-supporting" country, and (ii) You are not listed on any U.S. Government list of prohibited or restricted parties.
- (h) Salesforce, Inc.'s address is Salesforce Tower, 415 Mission Street, 3rd Floor, San Francisco, California, 94105, USA.
- (i) Apple and its subsidiaries are third-party beneficiaries of this End User License Agreement, and have the right (and shall be deemed to have accepted the right) to enforce this End User License Agreement against You.

3. THIRD-PARTY COMPONENTS & DISCLOSURES

The App includes certain third-party components, and such components and their corresponding license terms are set forth below:

- (a) Expecta, which is governed by the license terms set forth at: https://github.com/specta/expecta/blob/master/LICENSE
- (b) NestedObjectSetters, which is governed by the MIT license, the terms of which are set forth online at: https://github.com/ryanmaxwell/NestedObjectSetters/blob/master/LICENSE
- (c) OCMock, which is governed by the license terms set forth online at: http://ocmock.org/download/
- (d) ReactiveCocoa, which is governed by the license terms set forth online at: https://github.com/ReactiveCocoa/ReactiveCocoa/Blob/master/LICENSE.md

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- (e) YOLOKit, which is governed by the license terms set forth online at: https://github.com/mxcl/YOLOKit/blob/master/LICENSE
- (f) SDWebImage, which is governed by the license terms set forth online at: https://github.com/rs/SDWebImage/blob/master/LICENSE
- (g) Hockey App, which is governed by the MIT license, the terms of which are set forth online at: https://github.com/bitstadium/HockeySDK- iOS/blob/develop/LICENSE
- (h) <u>DZNEmptyDataSet</u>, which is governed by the license terms set forth online at: https://github.com/dzenbot/DZNEmptyDataSet/blob/master/LICENSE
- (i) <u>Argo</u>, which is governed by the license terms set forth online at: https://github.com/thoughtbot/Argo/blob/master/LICENSE
- (j) <u>Curry</u>, which is governed by the license terms set forth online at: https://github.com/thoughtbot/Curry/blob/master/LICENSE

The Software includes other third-party components that are associated with certain Salesforce SDKs used to develop the Software, including, without limitation, Salesforce's Service SDK, Feed SDK, Mobile SDK, and Marketing Cloud SDK. See the online Trust & Compliance Documentation for notices required by licensors relating to such third-party software components.

4. LICENSE GRANT & USE RESTRICTIONS

The App, including software embedded in the App, is licensed, not sold, to You by Salesforce only under the terms of this End User License Agreement, and Salesforce reserves all rights not expressly granted to You. Salesforce does not own the media or device on which the App is recorded or stored, but Salesforce and its licensors retain ownership of the App itself.

- (a) This End User License Agreement allows You to use the App on any Supported Device and on no other devices, except as otherwise set forth in section 2. A "Supported Device" is a combination of an Apple device model and relevant iOS software version(s) that is supported by the App.
- (b) The App is available only for Supported Devices, and may not be available for all devices.
- (c) You may not distribute or make the App available over a network where it could be used by multiple devices at the same time. You may not sell, resell, rent, lease, lend, redistribute, sublicense, or otherwise make the App available.
- (d) With respect to updates to the App that Salesforce may make available for download, this End User License Agreement allows You to download such App updates to update or restore the App on any Supported Device.

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- (e) You may not use the App to submit or link to any content that, in Salesforce's sole discretion:
 - Infringes or violates the intellectual property or other rights of any person or entity;
 - Intentionally interferes with the operation of the App or Salesforce's communities or events:c
 - Violates anyone's privacy or publicity rights;
 - Breaches any duty of confidentiality that You owe to any person or entity;n
 - Is vulgar, offensive, inappropriate, harassing, defamatory, abusive, lewd, pornographic, obscene or otherwise objectionable;
 - Contains or installs any viruses, worms, bugs, Trojan horses, malware or other code, files or programs designed or having the capability to disrupt, damage or limit the functionality of any software or hardware;
 - Contains false or deceptive language or comparative claims regarding Salesforce's or third parties' products, advertising, commercial referrals, spam, chain letters, or any other solicitation, including solicitation of lawsuits; or,
 - any content that Salesforce may reject for any reason in its sole discretion. Please remember that You may be submitting or linking to content for an international audience. Things that do not seem abusive, obscene, or offensive to You might seem so to others.

5. SALESFORCE SERVICES

To log in to the App, You must have a registered account with Salesforce. Your use of the App is subject to the terms and conditions of the applicable event registration or use of the Salesforce services.

Salesforce may do any of the following at any time, with or without notice or cause, and without any liability to You: (a) change, suspend, or terminate any features or functionality on the App; (b) impose limits on certain features or functionality on the App; (c) terminate this End User License Agreement. Upon any such termination or expiration, You shall no longer be permitted to use the App, and shall delete or destroy all copies of the App in your possession.

Modification, suspension, or termination of the App or this End User License Agreement shall not entitle You to any refund, credit, or other compensation from Salesforce under this agreement or any other agreement or from any third party.

6. COPYRIGHT

The App is protected by copyright laws and international treaties. Except as and only to the extent permitted by applicable law, or by licensing terms governing use of open-sourced components included with the App, You may not copy, decompile, reverse engineer, disassemble, attempt to derive the source code of, decrypt, modify, or create derivative works of the App or App updates, or any part thereof. Any attempt to do so is a violation of this End User License Agreement and the rights of Salesforce and/or its licensors. If You violate this restriction, You may be subject to prosecution and damages.

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7. USE OF DATA & PRIVACY STATEMENT

By using the App, You agree with the terms of the Salesforce, Inc. Events App Privacy Statement, including collection of location-based information to provide you with the features of the App.

Without limiting the generality of the foregoing, the App may obtain information from, or access data stored on, a Supported Device to provide and improve the App and related products. The App may provide Salesforce with information related to your use of the App, information regarding your computer system, and information regarding your interaction with the App, which Salesforce may use to provide and improve the App and related products. The App's access to information through your or the Customer's device does not cause that information to be Customer Data under the Salesforce Privacy Statement or Master Subscription Agreement.

8. YOUR REPRESENTATIONS AND WARRANTIES

You represent and warrant that in connection with Your use of the App, You will (a) supply truthful and accurate information to Salesforce, (b) comply with all applicable laws.

9. DISCLAIMER OF WARRANTY

Neither Salesforce nor its third-party providers warrant the App will perform in accordance with any specifications, documentation, or other standards, perform in an uninterrupted capacity, be error-free or bug-free, provide complete or accurate data, nor do they make any warranties as to the results to be obtained from the use of the App. Use of the App and reliance thereon is at your sole risk.

Neither Salesforce nor its third-party providers will in any way be liable to You or any other entity or person for their inability to use the App, or for any inaccuracies, errors, omissions, delays, computer viruses or other infirmity or corruption, damages, claims, liabilities or losses, regardless of cause, in or arising from the use of the App. The App is provided on an "as is" basis and without warranty or any technical support of any kind. No warranties, either express or implied, including but not limited to any implied warranty of merchantability, fitness for a particular purpose, title, non- infringement, or of any other type is provided hereunder. No oral or written information or advice given by Salesforce or its authorized representative shall create a warranty. Some jurisdictions do not allow the exclusion of implied warranties or limitations on applicable statutory rights of a consumer, so the above exclusion and limitations may not apply to You.

10. LIMITATION OF LIABILITY

Your use of the App is entirely at your own risk. Under no circumstance will Salesforce, its agents, licensors, or suppliers be liable to You on account of your use or misuse of, or reliance on, the App to the extent permitted by law, in no event will Salesforce, its agents, licensors, or suppliers be liable to You for any actual, direct, indirect, incidental, special, consequential, or

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punitive damages, including any lost profits, lost savings, costs of procurement of substitute products or services or other damages arising out of the use or inability to use the App even if advised of the possibility of such damages. Some jurisdictions do not allow the limitation or exclusion of liability for incidental or consequential damages, or have legislation that restricts the limitation or exclusion of liability, so the above limitation may not apply to You.

11. GOVERNING LAW

This End User License Agreement is governed by and construed in accordance with the laws of California, without regard to its conflict of laws rules. You expressly agree that the exclusive jurisdiction for any claim or dispute under this End User License Agreement and or Your use of the App resides in the courts located in San Francisco, California, and You further expressly agree to submit to the personal jurisdiction of such courts for the purpose of litigating any such claim or action. If it turns out that a particular provision in these Terms is not enforceable, that will not affect any other provision.

12. MISCELLANEOUS

To the extent you use the App to send SMS messages or make cellular voice calls, you may be subject to standard text messaging rates or other carrier charges.

Please indicate whether You agree to the terms of this End User License Agreement. View the Salesforce Privacy Policy (https://www.salesforce.com/company/privacy).

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