

## **AI TERMS AND CONDITIONS**

*[Last Updated: March 4, 2026]*

PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING THE AI OFFERING, BY USING AKEYLESS AI OFFERING, AUTHORIZED USER CONFIRMS IT WAS GRANTED WITH AUTHORIZATION TO USE THE AI OFFERING AND IT HAS READ, UNDERSTOOD, AND ACCEPTS THESE AI TERMS. IF AN AUTHORIZED USER DOES NOT ACCEPT THESE TERMS, IT MUST NOT USE THE AI OFFERING. CUSTOMER ACKNOWLEDGES THAT IT HAS READ AND UNDERSTOOD THESE AI TERMS AND AGREES TO BE BOUND BY THEM AND TO ACCESS AND USE THE AI OFFERING IN ACCORDANCE WITH THESE AI TERMS AND THE AGREEMENT. IF CUSTOMER DOES NOT AGREE TO THESE AI TERMS, IT MAY NOT USE THE AI OFFERING. CUSTOMER AGREES THAT THESE AI TERMS ARE ENFORCEABLE AS ANY WRITTEN AGREEMENT SIGNED BY CUSTOMER.

These AI terms and conditions (“**AI Terms**”) supplement the Customer Master Service Agreement (“**MSA**”) or [End User Licensing Agreement](#) (“**EULA**”) or another agreement entered between Customer and Akeyless (each, as applicable, the “**Agreement**”) and apply to generative artificial intelligence features Akeyless makes available to customers as part of Services (“**AI Offering**”).

These AI Terms govern Customer's access to and use of the AI Offering and any related functionalities, configurations, and outputs. Capitalized terms used and not defined in these AI Terms have the meanings given to them in the Agreement. Obligations, restrictions, and provisions set forth under the Agreement govern and apply the use of AI Offering in addition to these AI Terms.

For the purpose of these AI Terms, “**Input**” means any input (text, file, code) Customer or an Authorized User provides or makes available (through integration) to an AI Offering; and “**Output**” means the results generated and returned to Customer or Authorized User by an AI Offering based on the Input.

1. **Identifying the AI Offering.** Customer acknowledges that use of the AI Offering is **optional** and remains subject to Customer's sole discretion and control. Akeyless identifies the AI Offering in the Services and Documentation (“*Supported by AI*”) or add a well-known AI symbol, so that the Customer can identify the AI Offering and decide whether to use such feature or not. Akeyless Services may be used without AI Offering.
2. **Literacy.** Customer acknowledges that artificial intelligence, including generative AI, is a developing and evolving field and that the AI Offering and their outputs are intended to provide general insights and assistance, and may be subject to limitations. Customer remains responsible for its and its Authorized Users' use of the AI Offering and for decisions made based on any Outputs, and to educate its Authorized Users on responsible AI use. Akeyless will provide documentation and information to support such literacy.
3. **Akeyless Responsibility.** AI Offerings provide Output in response to Input. Input and Output are Customer Data under the Agreement. Akeyless must not use Input or Output to train or improve the AI Offerings across customers. Akeyless will contractually require and

reasonably ensure it shall prohibit its subcontractors (e.g., off-the-shelf LLM, AI models and AI systems licensed by third parties) to use Input or Output to train or improve their models. Akeyless has implemented guardrails and safety layers and has conducted quality testing of the AI Offering, using commercially reasonable efforts to help ensure Customer's safe use of these features. Akeyless constantly works to improve the AI Offering and make them more accurate, reliable, safe and beneficial. Given the probabilistic nature of machine learning, Customer should evaluate the accuracy of any Output as appropriate for the use case, including by using human review of the Output.

4. Customer Obligations and Restrictions. Customer is responsible for its use of Output, including determining whether Output is appropriate for that use, Customer shall (and shall authorize Authorized Users) to review and validate the Output before relying on it, especially for sensitive or production use cases. Customer must not (and must not permit anyone else, including Authorized Users, to): (i) provide Input that either violates third-party rights or applicable laws or is intended, or would reasonably be expected, to generate Output that does so; (ii) provide Input that includes Confidential Information or Personal Data; (iii) use Output in a manner that Customer knows, or reasonably should know, violates third-party rights or applicable laws, legal requirements related to data protection, intellectual property, export controls, sanctions; or (iv) use the AI Offering for any other purpose other than its internal business purposes, in accordance with the Agreement and these AI Terms.
5. Acceptable Use Policy. The use of the AI Offering is governed by and subject to the Responsible AI Usage Policy ([https://www.akeyless.io/ai\\_aup](https://www.akeyless.io/ai_aup)) and Documentation which are an integral part of these AI Terms and Customers, and Authorized Users, obligations.
6. Accuracy. Outputs may vary based on Inputs, configuration choices, and changes in underlying models or subcontractors, further, Outputs may be inaccurate, incomplete, inappropriate, or biased. Customer is responsible for evaluating Outputs and for any reliance on Outputs, including implementing reasonable practices, testing, to evaluation process of Outputs, including human oversight and safeguards.
7. Ownership. Customer retains all rights, title and interest in Input and Output which shall be deemed Customer Data (as defined in the Agreement). Customer grants Akeyless a limited right to use the Input and Output solely for the purpose of providing the AI Offering, enhancing the AI Offering for the Customer (not across Akeyless customers) and for support purposes. Customer's use of the AI Offering and the Outputs are at its own risk
8. Pricing. The AI Offering is currently provided at no additional fee; however, Akeyless may, at any time and in its discretion, introduce fees or other charges for any AI Offering (including the existing AI Offering or any new or expanded AI features, products, or functionality), effective upon notice to Customer (including through email correspondence, notification through the Account, an Order, or otherwise). Continued use of the applicable AI Offering after the effective date of such fees or charges will constitute Customer's acceptance of the applicable pricing.
9. Disclaimers. Output is generated by artificial intelligence, including by using technology provided by third-party subcontractors. Further, the Output is generated, among others,

from information drawn from the Input, which Akeyless does not control. Therefore, Akeyless makes no warranty as to the accuracy, completeness or reliability of Output or that it does not violate third-party rights or applicable laws. Due to the nature of the AI Offerings, (i) Output may not be unique or exclusive to Customer and its Authorized Users, (ii) the same or similar Input may yield differing Output; and (iii) Output does not represent Akeyless or is endorsed by it. THE AI OFFERING IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. AKEYLESS MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, REGARDING THE AI OFFERING OR ANY OUTPUT, INCLUDING ANY WARRANTIES OF ACCURACY, COMPLETENESS, AVAILABILITY, NON-INFRINGEMENT, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. CUSTOMER IS SOLELY RESPONSIBLE FOR ITS USE OF OUTPUTS AND ANY DECISIONS OR ACTIONS TAKEN IN RELIANCE ON OUTPUTS. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL AKEYLESS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR FOR LOSS OF PROFITS, REVENUE, GOODWILL, USE, OR DATA, ARISING OUT OF OR RELATING TO THE AI OFFERING OR THESE AI TERMS, EVEN IF AKEYLESS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

10. Other Provisions. Except as expressly set forth in these AI Terms, the Agreement governs all other terms applicable to the AI Offering and these AI Terms, including confidentiality, data protection, limitation of liability, indemnification, and governing law and jurisdiction. In the event of a conflict between these AI Terms and the Agreement, these AI Terms prevail solely with respect to the AI Offering; otherwise, the Agreement shall prevail.
11. Reporting. If the AI Offering, Outputs or otherwise, generates problematic content (including text, code or insight) that should have been filtered, or can indicate model drifting or hallucinations please immediately notify Akeyless at:
  - [support@akeyless.io](mailto:support@akeyless.io)
  - <https://www.akeyless.io/contact/>
  - Akeyless Security Ltd. Ze'ev Jabotinsky St. 7, 33 Floor, 5252007, Ramat Gan, Israel