

FAQ FOR ALTERYX LICENSE AGREEMENT

Alteryx is an end-to-end software platform that is revolutionizing business through data science and analytics. We are excited to partner with you and are committed to helping you experience the thrill of solving with Alteryx as soon as possible. We want to provide some background on the Alteryx platform and how our subscription-based licensing model works.

IS THIS OFF-THE-SHELF SOFTWARE?

Yes, Alteryx is standard off-the-shelf software that requires no customization or implementation. Other software businesses may offer a more customizable product in which each customer has a different software configuration and is treated differently, but our Alteryx off-the-shelf model allows cost-effective delivery of the full functionality of our products to each of our customers. Alteryx is successfully used by thousands of customers worldwide (including many of the Global 2000).

DOES ALTERYX COLLECT OR SEE OUR SENSITIVE DATA?

No, Alteryx is installed locally at your business and does not store or transmit your business data to Alteryx. Alteryx tracks only limited technical and usage data.

CAN WE ATTACH OUR OWN SECURITY OR PRIVACY EXHIBITS TO THE LICENSE AGREEMENT?

Because your business data is not transmitted to Alteryx, customer security and privacy exhibits are not necessary or applicable. With respect to our product development, Alteryx takes data privacy and security seriously and we maintain a high-level of data security controls. These controls are applicable across our customer base and we cannot have different security controls for different customers.

WHAT IS YOUR LICENSING MODEL?

We have a single, straightforward licensing model. We license our products based on the number of authorized users and/or number of cores.

DO YOU LIMIT YOUR LIABILITY?

Alteryx understands that our customers are concerned about protections in the event of an IP infringement claim. Therefore, we provide indemnification for third party IP infringement claims. We limit liability for these matters as a protection against unintended situations, including where the Alteryx IP is not the basis for the claim.

DOES ALTERYX AGREE TO ANY TERMINATION FOR CONVENIENCE RIGHTS?

Alteryx does not agree to "termination for convenience". A fundamental element of our business model is that the

parties enter into single or multi-year agreements to which both parties are committed during the specified term.

DO YOU OFFER EVALUATION COPIES AND ACCEPTANCE TEST PERIODS?

Alteryx offers evaluation copies of its software so that you can ensure that the software meets your requirements before you purchase a license. Therefore, acceptance test periods are not applicable.

DO YOU OFFER WARRANTY AND SUPPORT?

After a license is purchased, we extend a limited warranty in case of serious performance issues. So that our support organization can function efficiently, and like most other licensors of off-the-shelf, locally installed software, Alteryx offers the same standard support to its thousands of customers. We cannot agree to customer-specific support or maintenance terms, but we do offer enhanced support options for purchase. We find that the offerings fully support our customer needs.

DOES ALTERYX ESCROW ITS SOURCE CODE?

No, as an off-the-shelf, subscription-based product, Alteryx does not offer software source code escrow to its customers.

DOES ALTERYX OFFER PROFESSIONAL SERVICES?

Because Alteryx is an off-the-shelf commercial product, our professional services are generally limited to assistance in setup, knowledge transfer and training. These services are offered for a fixed fee, plus travel and expenses if services are provided on-site. Any resulting deliverables would be part of the Alteryx software itself, and therefore are owned by Alteryx (not assigned to our customers) and are subject to the same terms as the software license.

DO YOU WARRANT THE THIRD-PARTY DATA YOU RESELL?

To enhance the analytics that our customers can perform with the Alteryx platform, Alteryx offers third-party data from vendors such as TomTom, Experian, and Dun & Bradstreet. We do not develop or change this data from the third-party vendor and therefore we are not able to provide warranties with respect to this data.

We are committed to providing you with a first-rate customer experience and find that our customers appreciate that our contracts reflect the rights and obligations appropriate for the procurement of off-the-shelf software.

We are thrilled to have you join our Alteryx community!