Falcon MLR Product Terms

These Falcon MLR Product Terms ("**Product Terms**") supplement the Master Agreement between Veeva Systems Inc. ("**Veeva**") and the Customer ("**Agreement**"). In the event of any conflict between these Terms and the Agreement, these Product Terms will control with respect to Falcon MLR. Veeva may update these Product Terms as reasonably necessary for legal, compliance, regulatory or business purposes (including the continuous evolution of agentic Medical, Legal and Regulatory ("**MLR**") capabilities). Such changes will be applicable upon execution or renewal of the first Ordering Document to reference the updated terms. Any capitalized terms used herein, but not defined, have the meaning set forth in the Agreement.

1. Operation and Oversight of Falcon MLR

a. **Right to Use.** Falcon MLR is Software as that term is defined in the Agreement. Veeva grants Customer the right to use Falcon MLR for Customer's internal business purposes subject to these Product Terms and any license terms set forth in the applicable Ordering Document.

b. **Agentic Workflows and Human Oversight.** Customer acknowledges that Falcon MLR operates as an agentic MLR solution, and while Falcon MLR may automate these workflows, it is a tool to assist, not replace, human judgment. Customer must oversee and review the operation of Falcon MLR. Customer remains solely responsible for: (i) monitoring the activity of Falcon MLR; and (ii) independently reviewing and approving or rejecting the AI Outputs generated by Falcon MLR.

c. **No Legal, Medical or Regulatory Advice.** Falcon MLR is configured to follow Customer's documented instructions and procedures. Despite its agentic capabilities, Falcon MLR does not provide legal, medical, or regulatory advice. Customer must not treat an action or response by Falcon MLR as legal, medical, or regulatory advice.

d. **Other Subscriptions and Services.** Customer may use or integrate Falcon MLR with other Veeva Products or third-party systems. If Customer integrates or uses those other products or systems, Customer must obtain the necessary subscriptions or licenses. Access to those other products or systems might require separate fees for integrations or user or agentic-user subscriptions.

2. Compliance and Use of Results

a. **Compliance.** Customer is solely responsible for Customer's own legal and regulatory compliance. While Falcon MLR operates as an agentic MLR to support compliance workflows, Customer remains solely responsible for its use of, and reliance on, any AI Output from Falcon MLR.

b. **Accuracy**. Falcon MLR uses Generative AI models and agentic workflows which may produce errors. Veeva uses models appropriate for commercial use and designs Falcon MLR to minimize the likelihood of inaccurate, illegal, or infringing content. Customer is solely responsible for independently reviewing and validating the accuracy and suitability of any AI Output from Falcon MLR.

c. **Instructions and Data.** Customer must ensure that all AI Inputs, third-party data and instructions provided to guide, configure or use the agent, are accurate, current, and appropriately licensed. Customer represents that it has obtained all necessary rights, licenses, and consents required to upload the AI Inputs and have the Falcon MLR process it.

3. Account Security and Environment Boundary

a. **Confidentiality.** Customer must maintain the confidentiality of account information assigned to the Falcon MLR.

b. **External Activity**. Customer is responsible for all activities and actions that Falcon MLR performs outside the environment that Veeva provides, including within any other systems or third-party platforms that Customer integrates with Falcon MLR.

c. **AI Product Terms**. Customer's use and Veeva's provision of the Falcon MLR are subject to the *Veeva AI Product Terms* at www.veeva.com/contracts/, including the acceptable use policy.

4. Definitions

a. "**AI Output**" has the meaning set forth in the *Veeva AI Product Terms* and, with respect to the Falcon MLR, includes the response, text, autonomous actions, and data generated by Falcon MLR.

b. "**AI Input**" has the meaning set forth in the *Veeva AI Product Terms* and, with respect to the Falcon MLR, includes Customer Data constituting marketing content, images, brand guidelines, documents, text inputs, artwork, product information, or other materials uploaded or processed by the Falcon MLR by or on behalf of the Customer.

c. "**Falcon MLR**" means the Veeva Falcon Medical, Legal and Regulatory Agentic artificial intelligence solution used to assist with the medical, legal, and regulatory review of documentation.

d. **"Generative AI**" has the meaning set forth in the *Veeva AI Product Terms.*

e. "**Ordering Document**" means any Order Form or other applicable ordering document signed by Veeva and Customer and referencing these Product Terms.