# Veeva RTSM Product Terms

The following product terms ("**Product Terms**") apply to the extent Customer has an active Service Order for use of Veeva's RTSM Products and RTSM Services (defined below). These Product Terms are incorporated into the Master Agreement between Customer and Veeva ("**Agreement**"). In the event of a conflict between these Product Terms and the terms of the Agreement, the following terms shall control solely with respect to the RTSM Products and RTSM Services. Veeva may update these Product Terms at any time provided that any such modifications will be effective as of the next Order Form referencing such terms. Any capitalized terms used herein, but not defined, have the meaning set forth in the Agreement.

## 1 Veeva RTSM.

The Veeva RTSM, associated RTSM addons, and hosting, support and maintenance thereof (collectively, "**RTSM Products**") and certain configuration, setup and other optional services ("**RTSM Services**") to which Customer has subscribed are as listed in a "Service Order" (defined below) and are further described in a Service Description Document. The RTSM Products are considered "Software" and the "RTSM Services" are considered "Professional Services" as those terms are used in the Agreement subject to the terms of this Addendum.

## 2 Service Orders.

The RTSM Products and RTSM Services are typically purchased via a Service Order. A "**Service Order**" is a mutually agreed upon document referencing the Agreement and sets forth the scope of the RTSM Products and RTSM Services ordered ("**Project Scope**"). During the Term, each Service Order is governed by the terms of this Agreement and, in the event of any conflict or discrepancy between a Service Order and the terms of this Agreement, the Agreement governs except as to (a) the Project Scope, (b) fees, currency, expenses and payment terms for the Project Scope, and (c) the term and duration of the applicable project.

## 3 Term and Termination.

At any time without cause and without causing any breach or incurring any additional obligation, liability or penalty, Customer may terminate any Service Order, by providing at least thirty (30) days' prior written notice to Veeva.

## 4 Customer Configuration.

Veeva will deliver the RTSM Products in accordance with terms of the applicable Service Order and, as applicable, in the form set forth in the Project Scope. If the delivery of RTSM Products is dependent upon receipt of information or responses from Customer, any Customer delay or failure to provide such information or responses may delay the completion and delivery of such RTSM Products.

## 5 Regulatory Audits.

In addition to Customer's audit rights under the Agreement, Veeva will reasonably cooperate as directed by Customer (or required by law) with respect to any investigation by a governmental authority with jurisdiction over Customer to the extent such investigation involves Customer's use of any RTSM Products or Customer's retention of Veeva to deliver RTSM Services.

## 6 Security.

Veeva shall not permit any third-party access to Customer Data in the RTSM Products and will not alter any Customer configuration of the RTSM Products without Customer's prior authorization.