

Archive Product Schedule

Effective Date: March 3, 2026

Last Updated: October 24, 2026

This CivAll Archive Product Schedule ("Schedule") sets out terms specific to the **CivAll Archive** archiving Product under the Master Subscription Agreement ("Agreement") between Social News Desk, Inc. dba CivAll ("CivAll") and the entity identified in the applicable order form ("Customer"). This Schedule is incorporated into the Agreement when CivAll Archive is included in an order form or CivAll Archive is otherwise made available to Customer under the Agreement, including for evaluation. Capitalized terms not defined here have the meanings given in the Agreement.

1. Functionality

CivAll Archive captures, stores, indexes, searches, and reports on records from social media, websites, and other sources, and supports retention schedules and legal holds, as described in the applicable documentation, order form, and SLA. These capabilities are productized Platform functionality, not ad hoc assistance, and CivAll provides them as part of the Customer's Subscription to CivAll Archive.

2. Capture and Completeness

(a) What CivAll Archive does. CivAll Archive is designed to capture, preserve, and index records on a continuous, automated basis from the social media accounts, websites, and other sources that Customer configures for archiving, and CivAll uses commercially reasonable efforts to maintain a complete and accurate archive of those configured sources.

(b) Customer configuration. Customer is responsible for identifying the accounts, pages, sites, and content types to be archived, for providing CivAll the access and credentials needed to capture them, and for keeping that list and that access current. CivAll Archive does not capture sources that Customer has not configured for archiving or that Customer's access does not reach.

(c) Sensitive content submitted by third parties. Archived records may include Prohibited Data Types or other sensitive personal information submitted by End Users or other third parties in comments, messages, or other content. The capture and retention of such records from Customer's configured sources is governed by Section 8.9(b) of the Agreement: it is not a breach of Section 8.9, and the records are protected as described in Section 8.9(c).

(d) Third-party limitations. CivAll Archive captures many records through Third-Party Platform APIs and other sources outside CivAll's control. Those sources may rate-limit, restrict, change, or discontinue access, may make content available incompletely or inaccurately, and may not make deleted or modified content available before it changes. For these reasons, and notwithstanding CivAll's commercially reasonable efforts, CivAll does not warrant that the archive will be complete or will

capture every record, post, message, edit, deletion, or item of media. Any change to or limitation of a Third-Party Platform under Section 2.8 of the Agreement may affect what can be captured, and CivAll's rights and Customer's remedies with respect to Third-Party Platforms and Integrations are governed by Section 2.8 of the Agreement.

3. Evidentiary Support

CivAll Archive provides record metadata, capture timestamps, and integrity and chain-of-custody features as described in its documentation, designed to support the authentication and use of archived records. CivAll does not warrant that any record will be admitted as evidence or accepted in any judicial, administrative, or public-records proceeding; admissibility and sufficiency are determined by the applicable tribunal or authority, and Customer is responsible for laying any required evidentiary foundation.

4. Retention and Legal Holds

Customer configures retention schedules and legal holds for archived records. Records subject to an active retention schedule or legal hold are retained, and are not deleted, for so long as the schedule or hold remains in effect, notwithstanding Sections 6.4 and 8.8 of the Agreement and the DPA, and subject to Customer's continued payment of the applicable fees.

5. Effect of Termination

Upon expiration or termination of the Subscription, archived records subject to an active retention schedule or legal hold are handled as set out in the applicable order form, which may provide for export, continued hosting as a paid service, or transfer. Absent such terms in the order form, the export and deletion provisions of Sections 6.4 and 8.8 of the Agreement apply once no retention schedule or legal hold remains in effect.

6. Order of Precedence

In the event of a conflict between this Schedule and the body of the Agreement regarding CivAll Archive, this Schedule controls to the extent of the conflict, consistent with Section 18.9 of the Agreement.