

Benelinx

Salesforce Ecosystem and Non-Provider Services

Last Updated: March 17, 2026

This Salesforce Ecosystem and Non-Provider Services Schedule forms part of the Benelinx Terms of Service made effective as of the Agreement Start Date, between Customer and Provider. Capitalized terms not defined herein are defined in the Agreement.

1. Definitions.

1.1 “**SFDC**” means salesforce.com and its subsidiaries and affiliates.

1.2 “**SFDC Platform**” means the SFDC application, services, and platform services licensed by Customer from SFDC.

1.3 “**Non-Provider Service(s)**” means any products and/or services provided or made available by a Third Party Service Provider that Provider may offer or make available to Customer as part of the Service Platform.

2. Salesforce Interoperability.

2.1 Provider provides the Service Platform to Customer for use within Customer’s SFDC Platform, which may include other Non-Provider Services installed by Customer. Provider is not responsible for safeguarding Customer Content on Customer’s SFDC Platform.

2.2 Provider’s Service Platform operates with the SFDC Platform. Customer represents that it has the rights and licenses to use the SFDC Platform and any third-party software used with the Service Platform. Customer acknowledges that Service access depends on the availability and proper function of its SFDC Platform, which Provider does not control. Provider disclaims liability for access or performance issues caused by problems with Customer’s SFDC Platform, third-party technology, or internet access. Customer shall maintain active subscriptions to the SFDC Platform and all licenses required by SFDC for the duration of the Agreement Term. Customer’s failure to maintain such subscriptions does not relieve Customer of its payment obligations under this Agreement. Customer is solely responsible for configuring its SFDC Platform and related technology. Customer may not use the Service Platform to merge SFDC standard and custom objects beyond intended functionality.

2.3 In using the Service, Customer may enter or process Customer Content via the Service or its SFDC Platform. Customer agrees and warrants that: (a) it is the Controller or Owner of the Customer Content, including sensitive personal information, as defined by law; (b) it has obtained all necessary permissions and consents to process the Customer Content; (c) the Customer Content is accurate; and (d) it will provide any required notices or disclosures to its clients regarding the disclosure or processing of Customer Content through Provider’s Service.

2.4 When Provider processes or discloses Customer Content, it: (a) acts as a service provider or processor under applicable law, strictly providing the Service per Customer’s instructions; (b) retains, processes, uses, and discloses Customer Content only to provide the Service Platform; (c) is prohibited from using Customer Content for any other purpose; and (d) receives no monetary or other consideration for disclosing Customer Content to third parties.

2.5 Customer shall keep its SFDC Platform updated by applying all generally available SFDC updates so that: (a) the version used is no more than three (3) major releases behind the current SFDC release; and (b) updates are applied at least every six (6) months, whichever is earlier, to ensure compatibility with Provider’s Service Platform.

2.6 Customer acknowledges that SFDC may, at any time, impose technical limits (e.g., API call quotas, storage or record limits, field restrictions), enforce usage restrictions, deprecate or alter features, or otherwise modify the SFDC Platform’s functionality or performance. Customer and Provider agree to use, configure and support the Service Platform in accordance with SFDC’s then-current limits, restrictions, release schedule, and published policies (including SFDC’s Terms of Service and technical documentation). Provider shall have no liability for any interruption, degradation, unavailability, or additional costs of the Service Platform arising from SFDC’s imposition of limits, restrictions, deprecations, or other changes

to the SFDC Platform. Customer acknowledges that Customer Content stored in custom fields on the SFDC Platform may be subject to SFDC's own data retention and deletion policies, which are independent of Provider's obligations under this Agreement. Provider shall have no liability for any deletion, loss, or unavailability of Customer Content caused by SFDC's data retention practices. Customer is responsible for exporting its data from the SFDC Platform in accordance with SFDC's terms.

3. Other Third-Party Systems.

3.1 **Availability and Use of Non-Provider Services.** Third parties may make available to Customer certain Non-Provider Services on or through the Service Platform. Except as expressly set forth in this Agreement, Customer's use, acquisition of, or interaction with Non-Provider Services, and any exchange of data or information between Customer and any Third Party Service Provider, is solely between Customer and that Third Party Service Provider. Customer's use of Non-Provider Services may be subject to and governed by those applicable third parties' terms and conditions ("**Non-Provider Service TOU**"), but those terms and conditions will not otherwise apply to Customer's access to or use of Provider's Service. In the event of a conflict between the terms of this Agreement and the terms and conditions of a Third Party Service Provider, the terms of the Third Party Service Provider will control with respect to Customer's access to and use of that Third Party Service Provider's services only.

3.2 **No Warranty or Responsibility for Non-Provider Services.** Provider does not warrant or support any Non-Provider Services or service providers, whether Provider recommends them or their services, or designates them as preferred, certified, or otherwise. If Customer installs, enables, or interacts with a Non-Provider Service, Customer agrees that Provider may allow access to Customer's data or information, which may include Customer Content, as required to enable the interoperation of that Non-Provider Service with Provider's Service. Provider is not responsible for any processing, handling, disclosure, modification, or deletion of any of Customer's data or information resulting from that Non-Provider Service's interaction with, or provision of services to, Customer.

3.3 **Integration Data Exchange.** Customer acknowledges that enabling a data integration with a Third-Party Service Provider (as defined in the Terms) causes data, which may include Personal Data such as names, dates of birth, and benefits census data, to flow between the Service Platform and that Third-Party Service Provider's systems. Customer is solely responsible for: (a) selecting and authorizing each integration; (b) ensuring it has obtained all necessary consents from data subjects for such data exchange; and (c) reviewing and accepting the Third-Party Service Provider's terms and data handling practices. Data provided by a Third-Party Service Provider through an integration remains the intellectual property of that Third-Party Service Provider and does not constitute Customer Content for purposes of this Agreement. Customer's rights to such data are limited to those granted by the applicable Third-Party Service Provider's terms. Provider will maintain commercially reasonable security measures for data in transit between the Service Platform and Third-Party Service Provider systems. Provider does not control, and is not responsible for, data once received by a Third-Party Service Provider, or for the accuracy or completeness of data received from a Third-Party Service Provider. Provider disclaims all warranties regarding Third-Party Service Provider services, uptime, data accuracy, and security. If a Third-Party Service Provider changes its API, discontinues service, or modifies its terms in a way that degrades or eliminates an integration, Provider is not in breach of this Agreement and has no obligation to maintain such integration. Customer shall not extract, scrape, store independently, redistribute, sublicense, or use data received through any Third-Party Service Provider integration for any purpose other than Customer's internal business use within the Service Platform. Without limiting the foregoing, Customer shall not use such data to develop, train, or improve any artificial intelligence or machine learning model, or to develop any product or service that competes with the applicable Third-Party Service Provider. Provider may disable or suspend any Third-Party Service Provider integration if the applicable Third-Party Service Provider requires such action due to suspected misuse, non-compliance, or for any other reason permitted under Provider's agreement with that Third-Party Service Provider. Provider will use commercially reasonable efforts to notify Customer prior to any such suspension but shall not be liable for any resulting interruption.

3.4 **Resold Products and Services.** Certain Third-Party Service Provider products or services may be resold by Provider to Customer as part of or alongside the Service Platform. Customer's use of each such resold product or service is subject to the applicable third-party end user license agreement or terms of use, which Customer must accept before using the resold product or service. Provider shall facilitate Customer's direct acceptance of such terms during onboarding. Provider acts solely as a reseller and makes no independent warranty regarding the performance, availability, security, or fitness of

any resold product or service beyond any warranty expressly passed through from the Third-Party Service Provider. Provider's obligation with respect to any warranty, indemnification, or service credit from a Third-Party Service Provider is limited to commercially reasonable efforts to enforce or assign those rights to Customer. Customer is responsible for its use of any resold product or service in compliance with the applicable third-party terms. Customer shall promptly execute or electronically accept any end user license agreement or terms of use required by a Third-Party Service Provider for a resold product or service when presented by Provider. Customer's failure to do so within fifteen (15) business days of Provider's request may result in Provider's suspension or termination of Customer's access to the applicable resold product or service. Provider may suspend or terminate Customer's access to any resold product or service if the applicable Third-Party Service Provider requires such suspension or termination due to Customer's non-compliance with the applicable terms of use, without liability to Customer. Provider will use commercially reasonable efforts to notify Customer prior to any such suspension.

3.5 **Referrals.** Provider may refer Customer to a Third-Party Service Provider for services outside the scope of the Service Platform. Any such engagement is directly between Customer and that Third-Party Service Provider. Provider makes no representation or warranty regarding any referred Third-Party Service Provider's services, qualifications, or work product, even if Provider receives compensation from such Third-Party Service Provider. Provider shall have no liability for the acts, omissions, or work product of any referred Third-Party Service Provider. Any modifications to the Service Platform or the SFDC Platform made by a referred Third-Party Service Provider or any other third party engaged by Customer are outside the scope of Provider's support obligations and warranty coverage.

3.6 **Disclosure of Compensation.** Customer acknowledges that Provider may receive compensation (including reseller margin, referral fees, or revenue share) in connection with Third-Party Service Provider arrangements. Such compensation does not alter Provider's obligations or liabilities under this Agreement.

4. **Customer Responsibilities; Beneficiaries.** Customer will be solely responsible for complying with any agreements, contracts, regulations, or other similar terms and conditions that are required by SFDC or as part of any other Non-Provider Services, including any Non-Provider Service TOUs that Customer may become a party to, now or in the future. Customer shall not reverse engineer, decompile, disassemble, or otherwise attempt to discover the source code, algorithms, or technical structure of any Non-Provider Service or resold product or service.

5. **Disclaimers.**

5.1 Customer acknowledges that access to and use of the Service Platform and certain Support Services and Professional Services are dependent upon the proper functioning of the SFDC Platform and other Non-Provider Services and that Provider has no control over such services. Provider disclaims responsibility and liability for any inability to access or use the Service Platform, or degradation in the Service Platform performance, to the extent caused by issues, problems, or malfunctions of, or inaccessibility to, the SFDC Platform, or other Non-Provider Services.

5.2 Customer is solely responsible for configuring the Service Platform and all technology and services necessary to access and use the internet, the Service Platform, the SFDC Platform, and any Non-Provider Services.

5.3 SFDC is a highly customizable platform. If Customer elects to implement custom configurations or deploy additional custom code—whether developed in-house or by third parties—any resulting issues, errors or malfunctions caused by those customizations fall outside the scope of Provider's support obligations and warranty coverage.

5.4 Provider's recommendation, promotion, or resale of any Third-Party Service Provider product or service does not constitute an endorsement, guarantee, or assumption of liability for such product or service. Customer should independently evaluate all Third-Party Service Provider products and services before enabling or purchasing them.