

Insights Terms and Conditions Addendum

This Addendum sets forth terms and conditions which apply to Insights as listed on an Order Form. These terms and conditions are incorporated into the Order Form with the Riipen Services Addendum, and together, form the “Agreement.”

1. Definitions.

As used in this Addendum and associated Agreement, the following capitalized words have the meaning set out below:

- a. “**Agreement**” means the Agreement, purchase form or any additional order form that references this Addendum and that is agreed to by the parties.
- b. “**Product**” means a defined offering provided by Riipen, composed of one or more technology components or services.

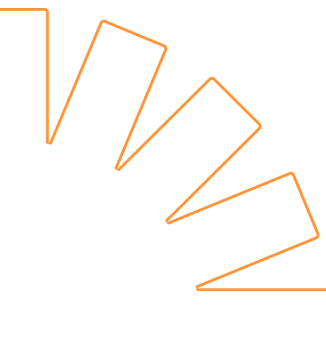
2. Insights

a. Definition

Riipen Insights is a standardized reporting and analytics product delivered through the Riipen platform that provides partners with structured visibility into learner participation, project engagement, and program activity within Riipen enabled programs. The Product is delivered as a software-based reporting layer consisting of pre-configured dashboards, structured data views, and defined benchmarking outputs using platform-recorded data. Riipen Insights operates under fixed metric definitions, reporting schemas, and data boundaries.

Riipen Insights is not a research service, impact evaluation tool, or custom analytics engagement, and does not provide employment, wage, or long-term outcome reporting. All reporting reflects activity recorded within the Riipen platform only.

b. Delivery Structure



- i. **Implementation.** Implementation of Riipen Insights commences upon execution of the Agreement and consists of providing Customer with reporting access within the Riipen platform, including institutional configuration and assignment of at least one Permitted User.
- ii. **Delivery Conditions.** Riipen Insights operates exclusively as a platform native reporting product. All data, reporting, and access are provided within the Riipen platform environment. The Product does not support off-platform delivery, external data pipelines, or alternative reporting mechanisms.

c. **Scope and Restrictions**

The Customer acknowledges and agrees that:

- i. Insights is provided only as a standardized reporting product and may not be modified, customized, or extended beyond the functionality made available by Riipen.
- ii. All data and reporting are limited to activity recorded within the Riipen platform.

Insights does not include any guarantee of:

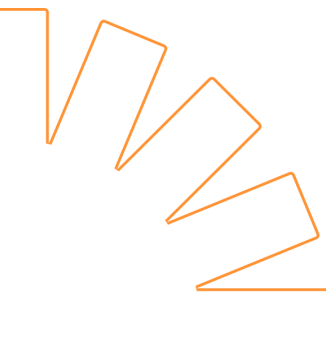
- iii. Data completeness beyond what is recorded through platform usage
- iv. Data accuracy where platform usage requirements are not followed by users
- v. Interpretation of data, conclusions, or decision-making outcomes

d. **Commercial Terms**

- i. **Fees and Invoicing.** Fees for Insights are invoiced in accordance with the Agreement.

e. **Customer Obligations**

The Customer shall:



- i. Designate appropriate users to access and interpret Insights reporting.
- ii. Be solely responsible for interpreting reporting outputs and making decisions based on such data.

f. Riipen Obligations

Riipen shall:

- i. Use commercially reasonable efforts to ensure that platform recorded data is accurately reflected in reporting outputs, subject to proper system usage by all stakeholders.

