Supplemental Terms

Effective Date: October 9, 2026

These Supplemental Terms ("**Supplemental Terms**") only apply to specific features or use cases of the Platform as described herein and form a part of the Conduit Security Master Services Agreement. Capitalized terms not defined herein have the meanings given in the Agreement.

Conduit Security may update these Supplemental Terms from time to time solely in relation to (i) the development of new or updates to existing features and functionality or (ii) changes to or the promulgation of new applicable law. Customer's continued usage of the Platform may be relied upon by Conduit Security as Customer's acceptance of the then-current version of these Supplemental Terms.

Conduit AI Callbacks

If the Order indicates that the Conduit AI Callbacks feature within the Platform ("**AI Callbacks Feature**") will be made available to Customer, the following additional provisions apply to the Order:

(a) Customer shall, and shall ensure that its Users, comply with the ElevenLabs Prohibited Use Policy (https://elevenlabs.io/use-policy) as same may be updated from time to time and which is hereby incorporated by reference to the Agreement for that purpose only.

(b) Notwithstanding Section 12.3 (Assignment) of the Agreement, the parties acknowledge and agree that Eleven Labs Inc. is a third-party beneficiary of the Agreement solely for the purpose of enforcing Conduit Security's and ElevenLabs' rights with respect to Customer's use of the AI Callbacks Feature.

(c) Customer hereby covenants, represents, warrants, and will be deemed to represent and warrant in the future each time the AI Callbacks Feature is used, that Customer has and will have the necessary rights and consents from both (i) Users as well as (ii) any recipients of calls from Customer's Users ("**Contacts**"), in each case that are necessary for Conduit Security, ElevenLabs, and its and their affiliates, subcontractors, and subprocessors to both (a) place and/or facilitate the placement of calls to Contacts and (b) process Customer Data submitted to or generated through the AI Callback Feature in accordance with applicable law, including, where required by applicable law, consent to audio recording and to the processing of biometric data.

(d) The parties acknowledge and agree that (i) any call recordings or transcripts generated by the AI Callbacks Feature are "Customer Data" as that term is defined

by the Agreement; and any claim by a Contact or User related to the AI Callbacks Feature is a “Conduit Security Claim” as that term is defined in the Agreement.