OVHcloud

SPECIFIC CONDITIONS OF SERVICE FOR CLOUD BASE SERVICES

Version of 15th January 2026

1. What is it about?

These Specific Conditions of Service and their appendices set out and provide details on the conditions applicable to the tools or features associated with or used through various Cloud services offered by OVHcloud (hereinafter referred to as the "**Base Services**"). They supplement the applicable General Terms of Services.

2. What are Base Services?

The Base Services offered by OVHcloud include the following OVHcloud Services:

- Additional IP et Bring Your Own IP (BYOIP);
- The vRack;
- KMS;
- Secret Manager;
- Logs Data Platform; and
- IAM.

The Base Services and their terms of use are described on the Website and in this document.

3. How to activate Base Services

Depending on the category of the required Base Service, the Client can activate it:

- When creating their Client Account; or
- When using other OVHcloud Services.

4. How do the Base Services work with other OVHcloud Services?

Base Services can be used through other OVHcloud Services (hereinafter the "**Primary Service(s)**"). Some of them can also be used independently, according to the terms defined on the Website.

OVHcloud hereby warns the Client that using a Base Service may impact the Primary Service and, in particular:

- Increase the consumption of the Primary Service; and
- Lead to loss of access and/or data for the Primary Service in the event of misuse of the Base Service.

Conversely, the use of a Primary Service may also impact the associated Base Service and, in particular, its consumption volume.

5. How to identify the OVHcloud Services compatible with Base Services

Base Services cannot be associated with the entire OVHcloud Service catalogue. The compatibility between Base Services and Primary Services is set out on the Website.

6. What are the technical and financial terms applicable to Base Services?

The technical and financial terms are defined by the Specific Conditions of Service and the General Terms of Services. The appendices below provide further details, where applicable, on the conditions of certain Base Services.

Appendices:

- Appendix 1 - Specific Conditions of Servicefor the Additional IP service
- Appendix 2 - Specific Conditions of Servicefor the BYOIP service
- Appendix 3 - Specific Conditions for the KMS and the Secret Manager services
- Appendix 4 - Specific Conditions of Servicefor the Logs Data Platform Service
- Appendix 5 – vRack SLA

Appendix 1 SPECIFIC CONDITIONS OF SERVICE- ADDITIONAL IP
Version of 15 January 2026

New releases
This updated version aims to:
-       Clarify and simplify the document, while facilitating reading.
History:
If you would like to view previous version of this document, please click here.

WHAT IS THIS ALL ABOUT?

These Specific Conditions of Service define the terms of use and the financial terms applicable to Additional IP Services (hereinafter referred to as the **"Additional IP Service(s)"**).

These Specific Conditions of Service supplement the applicable General Terms & Conditions of Services.

CONTENTS

1.   DEFINITIONS

"IP Address(es)": ID of a host attached to a public IP network which is connected to the public Internet, allowing it to contact the host.

"IPv4 Address": IPv4 address, version 4.

"IPv6 Address": IPv4 address, version 6.

"IP Address Block": a contiguous set of IP Addresses sharing the same suffix (network mask).

"Regional Internet Registry" or **"RIR"**: a regional organisation that provides and manages public IP addresses for a given geographical region.

"IP Reputation": the reliability level of an IP Address based on its history. The IP Reputation is provided by a third party who manages a real-time blacklist (such as SPAMHAUS, BARRACUDA Blacklist, etc.)

"Compatible Service(s)": all Services, such as the use of OVHcloud products and Elements (infrastructure, network, etc.) provided by OVHcloud to the Client, that are compatible with the Additional IP Service, in accordance with the information on the Website.

"WHOIS": a global database containing administrative information related to IP addresses listed on the public Internet.

2. WHAT DOES THE ADDITIONAL IP SERVICE INCLUDE?

2.1. What can the Client do with the Additional IP Service?
It lets the Client allocate, release, and transfer IP Addresses or IP Address Blocks to compatible Services. According to their needs, the Client can order IPv4 addresses or IPv6 addresses. Compatible Services can involve both the use of single IP addresses and blocks of IP addresses, as well as IPv4 or IPv6 versions.
The Additional IP Service does not allow Clients to:
- Assign the same IP Address from the same IP Address Block to multiple services simultaneously;
- Individually allocate IP Addresses from the same IP Address Block to different services.

2.2. Can the Client use the Service in any Region?
No, it can't be used in any Region.
When placing their Order, the Client assigns the IP Address or IP Address Block with compatible Services located in a specific Region. Additional IP Services will only be located in the Region of the selected compatible Service. They cannot be changed later. The Client cannot use their IP Addresses in a Region other than the one selected when placing the Order.

2.3. Does the Additional IP Service include IP Address protection?
As far as technically and commercially reasonable, OVHcloud deploys technical tools that can be used to protect Clients' IP Addresses, particularly in the event of them falling victim to cyberattacks. However, this protection does not clear the Client of their responsibility to implement their own security measures and policies.

3. ORDER AND DELIVERY OF THE ADDITIONAL IP SERVICE

3.1. Where can the Client order the Additional IP Service?
After ordering a compatible Service, the Client can order an Additional IP Service either individually or in blocks, in their OVHcloud Control Panel or on the Website.

3.2. How many Additional IP addresses can the Client order?
The Client can order a limited number of IP Addresses, per compatible Service and per Account. The exact quantity is indicated on the Website, depending on regional availability and compatible Services.

3.3. Can OVHcloud refuse a new order?
Yes, the allocation of Additional IP addresses is subject to a number of conditions, some of which are beyond OVHcloud's control. OVHcloud may therefore refuse requests, particularly if the Client has failed to comply with the stipulations applicable to the resources allocated, non-compliance with OVHcloud's contractual conditions, the blacklisting of IP addresses due to the Client's use of them, or lack of available resources.

3.4. What is the delivery lead time?
OVHcloud will make all commercially reasonable efforts to deliver the available IP Address to the Client within ten (10) working days of the Order being placed.

4. OWNERSHIP OF IP ADDRESSES

OVHcloud only grants the Client the right to use the IP Addresses and/or the Block of IP Addresses included in the Client's Additional IP Services. Regardless of the duration of the Client's use of the Additional IP Services, OVHcloud does not transfer to the Client either ownership or possession of the IP Addresses and/or the Block of IP Addresses, and OVHcloud remains the sole holder of the IP Addresses or the Block of IP Addresses.

5. PAYMENT

When ordering the Service and upon its renewal, an invoice will be issued and automatically settled using the payment method registered by the Client according to the terms defined in the General Terms & Conditions of Service.

6. TERM AND RENEWAL

The Additional IP Service is ordered for an initial duration of one (1) month. Thereafter, the Additional IP Service will be automatically renewed according to the terms described in the General Terms & Conditions of Service, unless terminated by either Party at least 24 hours before renewal.

7. IP REPUTATION AND BLACKLISTING

7.1.   Obligation for the Client to maintain a good IP Reputation throughout the duration of the Service. The Client agrees to maintain a good IP Reputation for the ordered IP Address(es) or the ordered IP Address Block(s) throughout the duration of the Additional IP Service. In particular, the Client must not engage in the mass sending of unsolicited emails ("spamming") using the IP Addresses allocated by OVHcloud.

7.2.   Client Obligations at the end of the Service duration. When the Service ends for any reason (including the deletion of an IP Address or an IP Address Block), OVHcloud will first check whether the IP Address Block or IP Address has been blacklisted by a recognised organisation fighting against "spamming" or fraudulent activities ("phishing", malware) such as, but not limited to, SPAMHAUS or SPAMCOP. If the IP Address Block or the Client's IP Address is on a blacklist, the Client must take all necessary measures to have this IP Address Block or IP Address removed from the blacklist before the end of the Additional IP Service. Removal from all blacklists is required to confirm that the reputation of the IP Address Block or IP Address is not tarnished and that the said Block or Address can then be reallocated to a new client.

7.3.   Consequences of blacklisting. If the use of any IP Address by the Client results in the blacklisting of the said IP Address:
   (a) The Client shall indemnify OVHcloud for all costs and consequences of this blacklisting (including internal administrative handling fees related to removal from the blacklist);
   (b) OVHcloud may immediately revoke all or part of the IP Addresses made available to the Client, in order to preserve their integrity and value, without any consideration or compensation for the Client;
   (c) OVHcloud is authorised to continue billing the Service until the Client has the IP Address Block or IP Address removed from any blacklists; and
   (d) Upon termination of the Service, OVHcloud may charge the Client all fees resulting from blacklists, according to the applicable rates on the Website.

8. LACK OF IP ADDRESS SPECIFICITY

IP Addresses are not specifically allocated to the Client. Therefore, when an IP Address is deleted by the Client or reclaimed by OVHcloud, such IP Address may immediately be allocated to another client by OVHcloud. If IP Addresses have been restored or deleted previously, OVHcloud cannot guarantee that the IP Addresses provided to the Client will be the same as those that were previously deleted or restored.

9. CLIENT OBLIGATIONS AND LIABILITY

9.1. Continued use of the Additional IP Service

9.1.1.   Continued use. The Client agrees to use each ordered IP Address for the entire duration of the Contract and in accordance with the provisions of Article 7 of these Special Terms & Conditions. OVHcloud may ask the Client to fill out a form to justify the use of the IP Addresses or IP Address Blocks. This information may be shared with the Regional Internet Registry (RIR) as part of the audits conducted by this organisation.

Therefore, the Client agrees to use the Additional IP Service in accordance with the instructions provided during the reservation of these resources.

9.1.2. Deletion of unused IP Addresses. The Client agrees to delete any IP Addresses that are unused or no longer used, as promptly as possible. The Client can delete an IP Address or an IP Address Block in the OVHcloud Control Panel. The Client can reallocate the IP Address(es) or the IP Address Block(s) to compatible Service(s) within the limit of the total number of Additional IP Addresses ordered. An IP Address Block can only be deleted in its entirety. The deletion of one or more specific IP Addresses from such an IP Address Block is not valid.

9.1.3. Consequences in the event of a breach. If the Client fails to use an IP Address in accordance with this Article 9 for a period of thirty (30) consecutive days, the Client will be invited, by email or via the OVHcloud Control Panel, to allocate the unused IP Addresses to a compatible Service as soon as possible. If the Client does not allocate these IP Addresses, OVHcloud will automatically suspend the Additional IP Service and reserves the right to terminate it. No consideration or compensation will be due to the Client due to such a suspension.

9.2. WHOIS database

If applicable, the IP Address Block will be registered in the WHOIS database of the RIR. The Client can modify certain fields that will then be accessible to the public. The Client needs to customise the reverse of these Additional IP Addresses. For example, this article may not apply if the Client has ordered IPv6 addresses as part of the Additional IP Service, regarding the editing functions of the WHOIS database at the time of the order being placed.

9.3. Penalties

9.3.1. Suspension or termination with a notice period. In the event of non-compliance with article 9, OVHcloud may suspend and/or terminate the Additional IP Service due to a breach by the Client, in accordance with the stipulations of these Special Terms & Conditions.

9.3.2. Suspension or termination without a notice period, if applicable. In case of necessity or an emergency, OVHcloud may terminate the Additional IP Service immediately and without notice. As an example of a case of necessity or an emergency, any current or imminent harm to the reputation of an IP Address ordered by the Client can be cited, whether this harm results from a deliberate, malicious act or the detection of a security flaw in the Client's infrastructure system.

9.3.3. Consequences. Such suspension or termination will have no impact on the Price and billing of the Additional IP Services. All amounts due to OVHcloud for the Additional IP Services must be paid in full until the end of the ordered usage period, even if OVHcloud reclaims one or more IP Address(es) in accordance with this article.

10. TRANSFERABILITY

10.1.1. Scope of transferability. IP Addresses and IP Blocks can be transferred from one compatible Service to another, as long as they are within the same Region. However, the Client cannot transfer IP Addresses or IP Blocks to third parties.

10.1.2. Transfer in the OVHcloud Control Panel. The Client can modify the allocation of an IP Address in the OVHcloud Control Panel.

10.1.3. Eligible persons. The switchover of an IP Address can be performed by the administrative contact for the original compatible Service, if that person is also the administrative contact of the destination compatible

Service. The switchover of an IP Address can be performed by the technical contact of the original compatible Service, if that person is also the technical contact of the destination compatible Service AND if these two compatible Services within the Additional IP Service have the same administrative contact. The terms "administrative contact" and "technical contact" refer to the Client Account associated with a compatible Service, as indicated in this Client's OVHcloud Control Panel.

New additions:

This updated version aims to:

- Clarify and simplify the document.

Previous versions:

If you would like to view previous version of this document, please click here.

WHAT DOES THIS ENTAIL?

These Specific Conditions of Service and its appendices define the terms of use and financial conditions applicable to the Bring Your Own IP Service (hereinafter referred to as the "BYOIP Service(s)").

They supplement the current General Terms of Services, which are also applicable to the Services.

CONTENTS

1. DEFINITIONS

"Public IP (Address)": Identifier of a host attached to a public IP network connected to the public Internet, allowing it to reach the host.

"BGP Advertisement": Route information exchanged via the BGP Protocol.

"APNIC": the RIR for the Asia-Pacific region.

"ARIN": RIR for North America.

"AS Path": An ordered list of AS numbers in a BGP Announcement that lists the networks to cross to reach the advertised Client IP Address Range.

"Autonomous System" or **"AS"** or **"Autonomous Network"**: A standalone network linked to the Internet, identified by a unique identifier called the "AS number" in BGP Announcements. A given AS is responsible for the routing information it exchanges for a given set of IP address ranges.

"Campus" (or "Region"): Datacentre or group of datacentres controlled by OVHcloud, from which OVHcloud is providing its services, located in a defined geographical region (for example, the Gravelines Campus includes datacentres identified as GRA1, GRA2, and GRA3).

"Client IP address range(s)": the range(s) of version 4 IP addresses imported by the Client through the BYOIP Service.

"BGP Protocol" or **"BGP"** or **"Border Gateway Protocol"**: A routing protocol used to exchange routing information between the different Autonomous Networks (AS) that make up the public Internet.

"Regional Internet Registry" or **"RIR"**: A regional body that provides and manages public IP addresses and AS numbers for a given geographic region.

"IP Reputation": A flag issued by an entity managing a real time block list and linked to a given Public IP Address that allows a receiving software entity to assess the reliability of the issuer using that Public IP Address to communicate.

"RIPE NCC": RIR for Europe.

"Size": Number of IP addresses within an IP address range, identifiable by the size of its prefix. The prefix size is commonly designated in "Classless Inter-Domain Routing" (or "CIDR") notation; for example, block 1.1.1.0/24, which has 256 IP addresses, is a range of Size /24.

"WHOIS": A global database containing administrative information related to Public IP addresses listed on the public Internet.

2.   WHAT DOES THE BYOIP SERVICE INCLUDE?

2.1 Principle
The BYOIP Service allows Professional Clients (a) to import their **Client IP address range(s)** and use them for any other OVHcloud services they have, provided that they are compatible; (b) to use their AS number to advertise Client IP address Ranges; and (c) to delegate the management of the reverse DNS attached to the Client IP Address Ranges to OVHcloud.

2.2 Advertising Client IP addresses
Once the Client IP Address ranges have been imported, OVHcloud advertises the Client IP Addresses on the internet from its own public network.

2.3 Client IP blocks
From the Client IP Addresses, OVHcloud provides the Client with one or more Size /24 IP address blocks (the **"Client IP block(s)"**) usable as part of the Client's OVHcloud-compatible services.

The number of Customer IP Blocks made available to the Customer depends on the Size of the imported Customer IP Address Range. As a guide, the following table shows the number of Customer IP Blocks made available depending on the Size of the Customer IP Address Range:

Imported Customer IP Address Range Size	Number of Customer IP Blocks
/24	1
/23	2
/22	4
/21	8
/20	16

/19	32

2.4 Service Additional IP

Client IP blocks resulting from the import of a Client IP Address Range can be used through OVHcloud's Additional IP service.

The Additional IP service allows for the dynamic assignment of IP addresses or IP address blocks to a compatible OVHcloud service. The Additional IP service can be used through an API or the OVHcloud Control Panel for compatible OVHcloud services, the list for which is available on the website.

As part of this BYOIP Service, the Client may therefore assign one or more Client IP blocks to a compatible service, using the same tools available in the Additional IP service.

It is specified that the Client cannot assign the same Client IP block to multiple services simultaneously.

2.5 Choice of Region

When placing the Order for a given Client IP Address Range, the Client chooses the Region in which they want to use the Client IP Address Range. The list of Regions compatible with the BYOIP Service is available on the website.

The resulting Client IP Blocks can only be used in the Region selected when the Order was placed. The Client may assign the Client IP Blocks on any compatible OVHcloud service, provided that this service is provided from the selected Region.

It is the Client's responsibility to precisely determine the Assignment Region according to the services on which they will use the Client IP Blocks. This cannot be modified during the execution of the Contract.

2.6 Bring Your Own AS

As part of the BYOIP Service, the Client may benefit from the optional "Bring Your Own AS" additional feature.

This feature allows the Client to use their AS number to advertise the IP addresses contained in its Client IP Address Range on the Internet.

When the Customer uses this feature, the Customer's AS number is listed behind the OVHcloud AS number in the BGP Announcement AS Path. The AS Path originating from a router under OVHcloud control takes the following form: "OVHcloud AS, Customer AS".

The Client may only use this feature as part of the IP addresses contained in its Client IP Address Ranges, and under no circumstances should it be used as part of the IP addresses provided by OVHcloud to the Client in the context of other services.

2.7 Reverse DNS

As part of the BYOIP Service, the Client may access the additional "Reverse DNS" feature (optional).

This feature allows the Client to delegate the management of the reverse DNS attached to the Client IP Address ranges to OVHcloud.

3.   WHAT IP ADDRESSES ARE ELIGIBLE FOR THE BYOIP SERVICE?

3.1 Eligibility for IP addresses

Not all IP addresses are eligible for the BYOIP Service.

There are four types of technical eligibility criteria:

-        IP address version

-        IP address range size

-        RIR listing, and

- RIR status.

These technical eligibility criteria are defined in this section.

3.1.1. IP address version

The IP addresses eligible for the BYOIP Service are IP version 4 (IPv4) addresses.

3.1.2. IP address range size

Each Client IP Address Range must have a Size compatible with the BYOIP Service: the minimum Size of the Client IP Address Range is /24, and the accepted larger Sizes are displayed on the Website.

3.1.3. Registration RIR listing

The IP addresses eligible for the BYOIP Service are the IP addresses registered with the following RIRs:

RIPE NCC; ARIN and APNIC.

3.1.3.1. RIPE NCC

Customer IP Address Ranges registered with RIPE NCC are eligible provided that the "Status" field in the entry corresponding to the Customer IP Address Range of the RIPE NCC Whois database is defined by one of the following types:

- "ALLOCATED PA";

- "LIR-PARTITIONED PA";

- "SUB-ALLOCATED PA";

- "ASSIGNED PA";

- "ASSIGNED PI"; or

- "LEGACY".

3.1.3.2. ARIN

Client IP Address Ranges registered with ARIN are eligible provided that the "Net Type" field in the entry corresponding to the Client IP Address Range in the ARIN Whois database is defined by one of the following types:

- "Direct Allocation";

- "Direct Assignment";

- "Reallocated"; or

- "Reassigned."

3.1.3.3. APNIC

- Client IP Address Ranges registered with APNIC are eligible for the BYOIP Service provided that the "Status" field in the entry corresponding to the Client IP Address Range in the APNIC Whois database is defined by one of the following types:

• "Allocated Portable",

• "Allocated Non-Portable",

• "Assigned Portable", or

• "Assigned Non-Portable".

4. IMPLEMENTATION OF THE BYOIP SERVICE

4.1 IP addresses

In order to import a Client IP Address Range and use it as part of the BYOIP Service, the Client must, for the duration of the BYOIP Service:

(1) Be the registrant of the imported Client IP Address Range, and they must prove this when setting up the BYOIP Service by entering a key generated by OVHcloud in the corresponding entry of the Client IP Address Range in the Whois database of the relevant RIR, as well as at any time during the duration of the BYOIP Service. The detailed procedure for this is set out in the BYOIP Service documentation available on the Website;

(2) Authorise OVHcloud to advertise the Client IP Address Range on the Internet, following the procedure set out in the BYOIP Service documentation available on the Website; and

(3) Ensure that the Client IP Address Range is not advertised or used on the internet elsewhere, in particular that it is not advertised on any public network via the BGP Protocol.

4.2 AS numbers

In order to use their AS number as part of the BYOIP Service, the Client must:

(1) Prove that they are the entity that was allocated the AS number they want to use, by following the procedure set out in the BYOIP Service documentation available on the Website; and

(2) Authorise OVHcloud to advertise its Client IP Address Range(s) over the internet via its AS number, by following the procedure set out in the BYOIP Service documentation available on the Website.

4.3 Reverse DNS

When the Client uses the "Reverse DNS" feature for a given Client IP Address Range, it must:

(1) Delegate the management of its reverse DNS zone (.ARPA suffix) to OVHcloud, following the procedure set out in the documentation available on the RIR website with which the Client IP Address Range is registered; and

(2) Use the DNS service provided by OVHcloud to maintain and publish its reverse DNS zone.

5. REPUTATION

The IP addresses contained in the Client IP Address ranges that the Client wants to import as part of this BYOIP Service must have a good IP reputation. Once imported, the Client must maintain this good IP reputation until the BYOIP Service is terminated.

In the event that the Client IP Address Ranges contain one or more IP addresses with or acquiring a bad IP reputation, OVHcloud may, at any time, terminate the BYOIP Service for the relevant Client IP Address range(s).

6. ORDER AND DELIVERY

Once the Order has been placed for a Client IP Address Range, the Client IP Blocks will be available for use within a reasonable lead time.

In the event that the Client's IP Blocks are not made available to the Client within a period of forty-Five (45) working days, the Client is entitled to request the cancellation of the Order and a refund of the amounts already paid, if applicable.

7. DURATION AND RENEWAL

The BYOIP Service is ordered for an initial period of one (1) month (the **"Initial Period"**). The Initial Period begins on the day that the Client IP Blocks are made available to the Client. The Service is automatically renewed for successive periods of one (1) month according to the terms defined in the General Terms & Conditions of Service.

8. FINANCIAL TERMS

At the time of the Order, as well as at each renewal of the BYOIP Service, the Client will be billed by OVHcloud.

The Client must pay the invoice immediately and in advance by direct debit. Any failure to pay within the stipulated timeframes will be subject to the penalties provided for in the General Terms & Conditions.

9. TERMINATION

If the BYOIP Service is terminated for an imported Client IP Address Range, OVHcloud will stop advertising the Client IP Addresses online from its own public network. The Client IP Addresses will no longer be available in the OVHcloud Control Panel and will no longer be used or usable as part of the Client's OVHcloud services to which they were allocated.

The Client is responsible for the continuity of the OVHcloud services related to the BYOIP Service that is subject to termination. Before terminating the BYOIP Service for a given Client IP Address Range, the Client must assign new IP addresses to the OVHcloud services that use one or more Client IP Block(s) related to this Client IP Address Range.

Where applicable, OVHcloud shall make commercially reasonable efforts to carry out the procedures necessary to return the management of the Client's IP Address Range to them within forty-five (45) working days.

10. LIABILITY AND WARRANTIES

The Client is solely responsible for the use of the IP addresses that they import, their assignment to different services, and their IP reputation.

The Client guarantees that they are the registrant of the IP addresses contained in the Client's IP address ranges, and agrees to remain so until the end of the BYOIP Service.

The Client also guarantees that they are the party responsible for the AS number used, if applicable.

The Client agrees to intervene, when permitted, in the event of any requests, claims and/or actions by third parties involving, in whole or in part, the Client's IP Address Ranges and/or the Client's AS number, including requests from administrative and judicial authorities, and to compensate OVHcloud for any resulting damages (including convictions, reasonable defence costs, etc.).

Appendix 3 SPECIFIC CONDITIONS FOR THE KMS SERVICE AND THE SECRET MANAGER SERVICE
Version: January 15, 2026

New additions:
This updated version aims to add the terms of use of the service Secret Manager.

History:
The previous version of this document is available here.

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1. WHAT IS IT ABOUT?

These Specific Conditions ("**SC**") set out the terms of use and financial conditions applicable to the Key Management Service ("**KMS**") and the Secret Manager Service ("**SM**") (hereinafter jointly referred to as the "**Services**"). They supplement the General Terms of Services ("**GTS**") which are also applicable to the Services. In the event of any contradiction between terms and conditions, these SC prevail over the GTS.

2. DEFINITIONS

Terms beginning with a capital letter in these SC are either defined herein or in the other contractual documents that constitute the Contract concluded between the Client and OVHcloud:

"**Client Data**": Keys, Secrets, KMIP objects and domain root keys, processed by OVHcloud as data processor. Client Data is part of the Content.

"**Keys**": the encryption keys used for the encryption of data using KMS.

"**Secrets**": text data considered by the Client to have a higher degree of confidentiality, which the Client wants to store in the SM to increase its security level.

"**Compatible Services**": the services provided by OVHcloud which are compatible with the KMS and/or the SM, as applicable.

"**Version(s)**": various previous versions of a given Secret, which the Client can store in the SM.

3. WHAT ARE THE SERVICES?

3.1. What is the KMS?

KMS allows the Client to encrypt data hosted in Compatible Services, as well as to generate, manage and store the Keys. The list of Compatible Services is updated by OVHcloud from time to time.

KMS is based on the concept "Client Managed Keys" (CMK), where the Client manages within the KMS the lifecycle of the Keys, that are generated by the KMS itself or created elsewhere by the Client and imported by the latter to the KMS. Detailed information on the features of the KMS is available on the Website.

3.2. What is the SM?

The SM allows the Client to store and manage the Secrets in a dedicated infrastructure, which is encrypted and separate from other data hosted with OVHcloud by the Client. Other OVHcloud services may be integrated into the SM. The list of these services is regularly updated by OVHcloud. Detailed information on the features of SM is available on the Website.

4. HOW DO I ACCESS THE SERVICES?

For the KMS: After the effective payment of the Order by the Client, OVHcloud informs the Client by email about the provision of the KMS and its availability.

For the SM: The Client has access to the SM upon placing an Order for the SM.

5. WHAT ARE THE TERMS AND CONDITIONS OF USE FOR THE SERVICES?

5.1. Prerequisites and general information

The Client confirms having the technical knowledge necessary to ensure that Services are properly used and their resources are administered correctly.

The Client must have some familiarity with application programming interfaces (APIs), as well as encryption and signature processes.

The Client declares to have read and understood the documentation on the Services, particularly the documents provided in the "Guides" section of the "Support" section of the Website.

5.2. Authentication

Certificates or authentication tokens issued by OVHcloud are necessary to authenticate the Users accessing the Services. These certificates and tokens comprise a private component which needs to be locally stored by the Client in a safe way to prevent malicious access.

5.3. Which restrictions are applicable to the Services?

The Keys generated by the Services may not be compatible with third-party services supplied by the Client. Information about such compatibility is available on the Website.

5.4. What are the encryption settings used within the Services?

Information about available encryption algorithms, methods and encryption key lengths is displayed on the Website.

5.5. Are the Services compliant with data localization requirements?

For the KMS: The Client is solely responsible for compliance with data localization requirements that might be applicable to the Keys stored using the KMS. In order to allow the Client to verify such compliance, OVHcloud informs the Client of the location where the Keys will be hosted, before the placement of any Order containing the KMS.

For the SM: The Client is solely responsible for compliance with data localization requirements that might be applicable to the Secrets stored using the SM. In order to allow the Client to verify such compliance, OVHcloud informs the Client of the location where the Secrets will be hosted, before the placement of any Order containing the SM.

5.6. RACI – Shared responsibility

The responsibilities of each Party are set out in a RACI matrix available in the help centre.

6. DURATION AND RENEWAL

For the KMS: The KMS starts on the day that it is activated either for the duration chosen during the Order or for a monthly period ("**Initial Duration**"). At the end of the Initial Duration, the KMS automatically renews in successive periods of the same duration, unless it is renewed for a different duration (collectively "**Renewal Period**") or terminated.

For the SM: The SM starts on the day that it is activated either for the duration chosen during the Order or for a monthly period ("**Initial Duration**"). At the end of the Initial Duration, the SM automatically renews in successive periods of the same duration, unless it is renewed for a different duration (collectively "**Renewal Period**") or terminated.

In any case, the end of the KMS, for any reason, triggers the immediate termination of the SM. In the same way, the end of the SM, for any reason, triggers the immediate termination of the KMS.

7. FINANCIAL TERMS

7.1. What is the pricing of the Services?

For the KMS: The KMS is priced according to the maximum number of active Keys reached during the period in question. The prices are available on the Website. No amount is due for a given month if no active Keys are stored in the KMS during the month in question.

For the SM: The SM is priced according to the maximum number of active Secrets reached, including Versions, if applicable, during the period in question. The prices are available on the Website. No amounts are due for a given month if no active Secrets are stored within the SM during the month in question.

7.2. How are the Services billed and paid?

Upon ordering the Services and at each Renewal Period, an invoice is issued and paid automatically via the payment method registered by the Client. The Services are then billed monthly in arrears at the beginning of the calendar month following the month of use.

8. WHAT ARE THE SERVICE LEVEL AGREEMENTS (SLAs) AND THE RESPECTIVE SERVICE CREDITS?

The SLA for the Services is to provide a monthly availability rate of 99.50%, respectively.

Whenever this rate is not met, the Client is entitled to a credit amounting to 5% of the monthly cost of the KMS and/or SM, as the case may be, per one (1) hour period of unavailability beyond the SLA, limited up to 30% of the monthly cost of the KMS and/or SM, as the case may be.

"**Monthly availability rate**": *the total number of minutes in the month in question deducted from the number of minutes of Unavailability over the month in question. The total is divided by the total number of minutes in the month.*

"**Unavailability**": *the loss of access to the SM and/or KMS for more than three (3) consecutive minutes due to a fault or malfunction of OVHcloud equipment (network or other). The loss of connectivity is recorded by OVHcloud using monitoring requests. The downtime is calculated by OVHcloud from the moment an Incident ticket is opened, until the respective fault or malfunction is resolved. If OVHcloud is unable to perform the aforementioned technical monitoring operations to check the availability of the Services due to certain configurations operated by the Client on their Instances, the availability commitments set out above must not apply.*

9. PROCESSING OF PERSONAL DATA

This article describes the processing of personal data carried out by OVHcloud in its role as data processor on instruction from the Client, as part of the provision of the Services. It supplements the DPA which remains fully applicable. Within its capacity as data controller, OVHcloud also processes personal data relating to the use of the Services, particularly domains, login data and User IDs, access and use logs, SSH keys, Service use and consumption histories, along with Service technical performance and configuration data.

9.1. Data

OVHcloud processes the Client Data in order to provide the Services. The Client Data, which the Client transfers, is stored and encrypted by OVHcloud. Decryption is done by OVHcloud within the Services in compliance with Client's instructions, at the Client's request, after authentication and authorization.

9.2. Processing operations and purposes

OVHcloud's processing operations of Client Data includes storing, recording, retaining, organizing, accessing, consultation, use and deleting this Client Data.

For the KMS: These processing operations are carried out for these sole purposes: providing the KMS (maintenance, administration and support).

For the SM: These processing operations are carried out for these sole purposes: the centralized management of the life cycles of the Secrets.

9.3. Data location

The entire infrastructure of the Services, including the Content, is hosted on dedicated baremetal servers managed by OVHcloud. This dedicated infrastructure is located in the Datacenter chosen by the Client when placing the Order.

9.4. Data retention

9.4.1. Content

The Content is managed by OVHcloud, who remains solely responsible for its backup, retention and deletion for the duration of the Services. When the Services end, the Content found on a domain is deleted by OVHcloud under the conditions set out in Article 9.4.3. Service access certificates have an expiration duration that can be configured by the Client. At the end of this duration, the certificate is revoked.

9.4.2. Logs

OVHcloud is solely responsible for the logs that the Client generates as part of using the Services. These logs are retained for a maximum of twelve (12) months.

9.4.3. Backup

As part of the provision of the Services, OVHcloud proceeds with the backup of Client Data, according to the methods explained in the help centre. This backup is erased within thirty (30) days from its creation.

This also applies at the end of the Services, for any reason, in which case the Keys and Secrets will be deleted according to the provisions of the GTS upon deletion of the Content.

In the event of the loss of Keys and/or Secrets, all data encrypted using the Keys and/or Secrets may become definitively and irreversibly inaccessible. The Client is therefore responsible for taking all necessary measures when deleting the Services and their Content.

9.5. Sub-processors

No Sub-processors are engaged in the provision of the Services, other than the ones mentioned in DPA.

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Appendix 4 SPECIFIC CONDITIONS OF SERVICE FOR THE LOGS DATA PLATFORM SERVICE

Version: 1st October 2025

New additions: This updated version aims to:
- Clarify the terms and improve the readability of the document, and
- Add SLAs when the Customer has subscribed to the offer with dedicated storage space as part of the Service.

History: To view the previous version of this document, please click here.

CONTENTS

1. WHAT DOES THIS ENTAIL?

The purpose of these Specific Conditions of Service is to define the terms of use and financial conditions applicable to the Logs Data Platform Service (the "**Service**"). They are an addition to the Terms of Service that are also applicable to the Service. In the event of contradiction, these terms of reference shall prevail over the Terms and Conditions.

2. DEFINITIONS

The terms beginning with a capital letter in these Specific Conditions of Service are defined below and in the other contractual documents that comprise the Contract concluded between the Customer and OVHcloud:

"**Items**": data streams, dashboards, collection tools, indices, aliases and any other resource created by the Customer on the Service platform.

"**Logs**": data from the Customer's IT system event logs, including those from OVHcloud services to which they have subscribed.

For clarification purposes, the Logs and Items are considered to be Content.

3. WHAT DOES THE SERVICE COMPRISE?

3.1 As part of the Service, OVHcloud provides the Client with a platform to collect, aggregate, store, process and analyse its Content, including Logs, as well as management interfaces, APIs, storage space and tools such as dashboards and collection tools.

3.2 The management interfaces allow the Client to configure and use the Service, create Items, track its consumption and retrieve its consumption history.

3.3 APIs allow the Customer to import Content onto the platform from systems or external environments and to request Content stored on the platform from external applications.

3.4 The Service includes a storage space, which may be shared or dedicated depending on the Customer's subscription, based on which the Content is imported and stored. The Content is isolated from that of other OVHcloud customers in a logical or physical way, depending on the Customer's subscription.

4. WHAT ARE THE TERMS OF USE FOR THE SERVICE?

4.1 General Information. The Customer is solely responsible for its use of the Service, and in particular for using the APIs and tools provided by OVHcloud, and for managing its Content, including its Logs and Items. The Service capacity may be limited (particularly in terms of data volume). All Service features and capabilities are specified on the OVHcloud website. The Customer agrees to familiarise itself with this before using the Service.

4.2. API, tools and software They must be used in accordance with the Contract, including, where applicable, the Third-Party Product Terms & Conditions.

4.3 Elements provided by the Customer The Service can be used and interconnected with elements not provided by OVHcloud (software, systems, connected devices, etc.). The Customer is responsible for acquiring all of the rights needed to use these elements, and shall pay the corresponding charges directly to the third-party rights holders, where applicable.

5. PROCESSING OF PERSONAL DATA

This article describes the personal data processing carried out by OVHcloud in its role as processor on instruction from the Customer, as part of the Service provision. It supplements the Appendix "Processing of Personal Data", which remains fully applicable.

5.1 Data. In order to provide the Service, in its capacity as processor, OVHcloud processes the Content.

5.2 Processes and purposes. OVHcloud's processing of Customer Data includes storing, recording, retaining, organising, accessing and deleting such Content. These processes are carried out only when necessary for the purposes of providing the Service (maintenance, administration and support).

5.3 Location. When several storage space locations are available, the Customer can select the location(s) of their choice.

5. 4 Data storage.

5.4.1 Management and retention of Content The Customer shall ensure that the current storage periods and storage conditions meet its needs, taking into account the nature of its business and associated risks. When the storage period ends, the Content (including Logs and Items) is deleted.

5.4.2 Content Backup As part of the Service, OVHcloud does not perform any backups whatsoever. The Customer must therefore take all necessary measures to back up its Content, particularly in the event of event of loss, alteration or deterioration, whatever the reason for this. OVHcloud does not make any guarantees concerning the consequences of the Customer's use of the Service, particularly with regard to securing and preserving the said Content.

5.4.3 Subcontracting. OVHcloud may use its Affiliates as subcontractors under the conditions set out in the Terms of Service and in the Appendix "*Processing of Personal Data*". In such cases, OVHcloud shall implement the technical and organisational measures necessary to ensure an equivalent level of protection with regard to its obligations under these Specific Conditions of Service.

5.4.4 End of Service and reversibility At the end of the Service, for whatever reason (expiry, termination, deletion, non-renewal, etc.), the Content is automatically and irreversibly deleted. The Customer must therefore retrieve its Content before the end of the Service, and OVHcloud may assist with this, in accordance with the provisions set out in the Terms of Service.

6.   CUSTOMER OBLIGATIONS AND LIABILITY

6.1 The Customer is solely responsible for the Content that it imports and stores on the Service platform, particularly in terms of its nature, operation and updating.

6.2 The Client must take all technical measures to enable the holding and storage of login Logs or any data that allows the identification of anyone who contributed to the creation of the Content or one of the items of Content of the services for which the Client is a provider, in accordance with applicable law.

7.   DURATION

There is no minimum duration for subscribing to the Service, except in the event that the Customer has subscribed to an offer that allows it to benefit from a dedicated storage space as part of the Service.

8.   FINANCIAL CONDITIONS

8.1 General information. Payments are made immediately by direct debit. The invoicing information is established by OVHcloud based on the data available in its information system, which is authentic and is fully binding on the Customer.

8.2 Pay As You Go. The Customer is invoiced according to the volume stored per storage period (i.e. invoiced to the maximum monthly volume stored on the Service platform during the month in question, it being specified that any invoicing unit is due in full, even if it is not used in full (rounded to the nearest unit). The Service is invoiced monthly in arrears based on the consumption recorded. The Customer may choose the retention period per stream. The storage periods offered on data streams are sliding and renewed every 24 hours (i.e. retention period + 1 day). Invoicing units vary from option to option. The invoicing units applicable to each option and the corresponding prices are detailed on the OVHcloud website. The monthly unit price is indivisible.

8.3 Fixed-rate payment. As part of the Service, the Customer may subscribe to an offer allowing it to use a dedicated storage space provided by OVHcloud. A fixed monthly rate, as well as setup fees, will be charged for this service as described below. The package is subscribed to for the duration set out in the Order on the Website ("Initial Period"). If the subscription package is bought during the calendar month, the Client shall receive a *pro rata* invoice for the month concerned. At the end of the Initial Period, the package is renewed by tacit agreement for successive periods of the same duration, unless one of the Parties decides to terminate the offer in accordance with the Contract. When placing the Order, as well as each time the Order is renewed, an invoice is issued and paid automatically using the payment method registered by the Customer. The setup fees are payable on placement of the Order, at the rates indicated on the OVHcloud website at the time of placing the Order.

9. WHAT ARE SERVICE LEVEL AGREEMENTS (SLAs) AND SERVICE CREDITS?

This article only applies when the Customer has subscribed to an offer that allows it to benefit from a dedicated storage space provided by OVHcloud as part of the Service.

OVHcloud is committed to ensuring the Service Level Agreements (SLAs) related to Service availability as described below:

SLA Monthly Availability Rate	Credits
99.9% - 99%	10% of the monthly price of the affected Service
99% - 95%	25% of the monthly price of the affected Service
<95%	100% of the monthly price of the affected Service

"**Monthly availability rate**": the total number of minutes in the month in question minus the number of minutes of unavailability in the month in question. The total is divided by the total number of minutes in the month concerned.

"**Unavailability**" refers to the loss of access to APIs, search and visualisation tools exceeding three (3) consecutive minutes. OVHcloud notes the loss of access, owing in particular to the implementation of monitoring requests. OVHcloud calculates the downtime from the time the Incident ticket is opened. If OVHcloud is unable to carry out the aforementioned technical monitoring operations due to certain configurations operated by the Client on its Service, the SLAs set out above shall not apply.

In the event of non-compliance with the SLAs, OVHcloud shall apply the Credits above, subject to the Customer's opening of an Incident ticket and the cases of exclusion and exemption from liability provided for in the Contract.

OVHcloud commits to ensuring the SLAs described below, relating to the availability of the vRack (as defined below).

1. DEFINITIONS

The terms beginning with a capital letter in this appendix are defined below and in any other contractual documents that comprise the Contract concluded between the Client and OVHcloud.

"vRack Unavailability": the inability for the Client's Compatible vRack Service attached to the vRack to be accessible from the vRack due to a failure or malfunction of the vRack itself. Failures and malfunctions of the vRack that do not prevent access to the Compatible vRack Services attached to it are not considered as vRack Unavailability.

"Compatible vRack Service(s)": Any Service that can be connected to vRack. The list of Services compatible with vRack can be consulted on the Website.

"vRack monthly availability rate": the total number of minutes in the month in question, minus the number of minutes of vRack Unavailability in the month in question, divided by the total number of minutes in the month in question. To calculate penalties, periods of vRack Unavailability are calculated when the incident is reported to OVHcloud through the opening of a ticket via the Control Panel or contact with Support, until the outage is resolved and confirmation of the resolution is communicated by OVHcloud. The vRack monthly availability rate is calculated according to the following formula: [(Maximum Available Minutes - vRack Downtime) / Maximum Available Minutes] * 100.

"vRack": An individual or a set of virtual local area networks ("VLANs") established on OVHcloud's global internal network provided to the Client by it, allowing the Client to connect its various Services together, so that they are logically isolated from the Services of other clients.

2. SERVICE LEVEL AGREEMENT (SLA)

The monthly availability rate for vRack is set at 99.95%, and the associated Service Credits are as follows:

Monthly availability rate vRack	Service penalty
Less than 99.95%	10% of the monthly price of the Compatible vRack Service(s) affected
Below 99%	30% of the monthly price of the Compatible vRack Service(s) affected

3. LINKING WITH OTHER SLAs

The SLAs described above apply exclusively to the availability of vRack and are independent and complementary to the SLAs of the Compatible vRack Services.

However, in the event of simultaneous non-compliance with the SLAs set out above and the SLAs set out in the respective Specific Conditions of Services of the Compatible vRack Services, the Service Credits concerning the vRack SLAs cannot be combined with those of the Compatible vRack Services. In this case, the Service Credit that is most favourable to the Client will be applied.