

Progress Software Compliance with the EU Digital Services Act

Progress Software is committed to providing trusted and safe products and services that comply with applicable laws including, without limitation, the EU Digital Services Act (DSA). This page provides an overview of the measures Progress Software has put in place to comply with the DSA, to the extent it applies.

Hosted services

To the extent that Progress Software's hosted services are considered "intermediary services" under the Digital Services Act, Progress Software has designated a single point of contact to enable communications with the EU Commission and recipients of Progress Software hosted or cloud-based products which is accessible via legal@progress.com.

Progress Hosted Services Acceptable Use Policy

The [Progress Hosted Services Acceptable Use Policy](#) ("AUP") describes prohibited uses of Progress Hosted Services (as defined in the applicable End User License Agreement – EULA for any related Progress Hosted Services available at: <https://www.progress.com/legal>) and the products and services accessible through, or in connection with, such Hosted Services (collectively the "**Service Offerings**"), and/or any similar successor website(s) (collectively and individually the "**Progress Site**"). The applicable EULA, license agreement or other terms of service can either incorporate the AUP by reference or include terms substantially similar to the AUP.

Progress Software customers are responsible for ensuring that their use of our products and services complies with the law and for implementing any necessary measures to comply. This includes any content that is uploaded, hosted, stored, or accessed by using the Service Offerings.

Progress Software may not have moderation capabilities for customer data and content on hosted or other services which eventually store data at the user's request. Nevertheless, we reserve the right to take any and all appropriate or

necessary actions to comply with applicable laws or any applicable agreement between Progress and the customer including, without limitation, the suspension of public access to systems and services.

Notify Progress for violation of the Progress Hosted Services Acceptable Use Policy and illegal activity.

If you become aware of any violation of Progress Hosted Services Acceptable Use Policy and illegal activity, you must immediately notify us and provide us with assistance, as requested, to stop or remedy the violation.

Government Requests for Information

Progress Software follows the applicable laws, including local laws when handling government requests for information, including under the EU Digital Services Act (DSA). For service of subpoenas and other government requests for information, please email: LegalProcess@progress.com .