Self-Serve Aura Terms of Service

This Neo4j Customer Agreement consists of the terms below and referenced URLs (the "Agreement") and forms a binding agreement between Neo4j, Inc. ("Neo4j") and the entity or person agreeing to these terms ("Customer" or "you"). The Agreement governs Customer's access to and use of the software-as-a-service cloud offering ("Aura" or "Service").

This Agreement takes effect when you click a check box presented with these terms, when you access or use any portion of the Service, by signing or accepting an Order Form referencing this Agreement, or otherwise agree to it (the **"Effective Date"**). If you are accepting on behalf of an entity, such as the company you work for, you represent and warrant that (i) you have the legal authority to bind that entity; (ii) you have read and understand this Agreement; and (iii) you agree, on behalf of that entity as Customer, to this Agreement.

1. Neo4j Responsibilities.

1.1. General. Neo4j will make the Service available to Customer for the Term in accordance with the terms and conditions of this Agreement and the Documentation solely for internal use by Customer and its Users (i) for Customer's business purposes; and/or (ii) to provide Customer-offered product(s) or service(s) used in connection with the Service. Customer may permit its Contractors and Affiliates to serve as Users provided that any use of the Service is solely for the benefit of Customer.

1.2. Compliance with Applicable Laws. Neo4j provides the Service in compliance with applicable laws and regulations, including those related to data privacy and transfer, international communications, and exportation of personal data, but without regard to Customer's particular use of the Service and subject to Customer's compliance with this Agreement.

2. Customer Responsibilities.

2.1. Registrations. To register to use the Service, you must provide Neo4j with the information requested in the registration process, including your name, email address, and payment information. You will provide complete and accurate information during the registration process and will update it to ensure it remains accurate.

2.2. Compliance. Customer's use of the Service will comply with Neo4j's Acceptable Use Policy and applicable laws and government regulations. Customer will be responsible for each User's compliance with this Agreement, and acts or omissions by any User shall be deemed acts by Customer.

2.3. Security and Backup. Customer is responsible for properly configuring and using the Service and taking appropriate steps to maintain security and protection. Except to the extent caused by our breach of this Agreement, Neo4j and its Affiliates are not responsible for unauthorized access to your account. You will contact Neo4j immediately if you believe an unauthorized third party may be using your account or if your account information is lost or stolen. You are also responsible for taking appropriate steps to maintain a backup of Customer Data. The Service may include functionality for regular snapshot backups, and you are responsible for your own routine backups.

2.4. General Restrictions. Customer will not (and will not permit any third party to) (i) sell, rent, lease, license, distribute, provide access to, sublicense, transfer, or otherwise make available the Service to a third party or in a service bureau or outsourcing offering; (ii) use any Service to provide, or incorporate any Service into, any graph database service for the benefit of a third party; (iii) reverse engineer, decompile, disassemble, or otherwise seek to obtain the source code or non-public APIs to any Service, except to the extent expressly permitted by applicable law (and only upon advance written notice to Neo4j); (iv) remove or obscure any proprietary or other notices contained in the Service, Documentation, or other materials provided by Neo4j; or (v) run or use any version or edition of the Neo4j software licensed under the AGPL, AGPLv3 with Commons Clause, GPL or any other open source license (including, without limitation, the Community or Enterprise editions) during the term of the Agreement and for thirty-six (36) months thereafter.

3. Service.

3.1. Neo4j Technology. Customer acknowledges the Service is offered as an online, hosted solution, and that Customer has no right to obtain a copy of the underlying computer code for any Service, except (if applicable) for the Client Software in object code format.

3.2. Client Software. To the extent Customer in connection with its use of the Service installs any desktop client software that is made available to Customer by Neo4j for installation on end user computers ("Client Software"), Neo4j grants to Customer a limited, non-transferable, non-sublicensable, non-exclusive license during the Subscription Term to use the object code form of the Client Software internally for Customer's use of the Service, subject to the terms and conditions of the Agreement and Documentation.

3.3. Aura Feature-Specific Terms. Customer's use of certain Aura services and features will be subject to the applicable provisions in the Aura Feature-Specific Terms.

3.4. Updates to the Service. Neo4j may make commercially reasonable updates to the Service from time to time, and this Agreement shall apply to such updated Service. Your continued use of the updated Service indicates your acceptance.

4. Intellectual Property.

4.1. Neo4j Ownership. Customer agrees that Neo4j or its suppliers retain all right, title and interest (including Intellectual Property Rights) in and to the Service, Documentation, and

any derivative works, modifications, or improvements of any of the foregoing, including any Feedback incorporated (collectively, "Neo4j Technology"). Except for the limited rights in this Agreement, no rights to Neo4j Technology are granted to Customer and Customer agrees its usage of Neo4j Technology shall be in accordance with the Agreement. Notwithstanding anything to the contrary herein, Neo4j may freely use and incorporate into Neo4j's products and services any suggestions, enhancement requests, recommendations, corrections, or other feedback provided by Customer or by any users of the Service ("Feedback").

4.2. Open-Source Software. Third party open-source software that is utilized with or otherwise provided with the Service is subject to and licensed under the applicable Third-Party License Terms. Neo4j represents and warrants that the open-source software, when used as delivered by Neo4j and unmodified by Customer in accordance with the license rights granted by Neo4j, does not require Customer to disclose or license Customer's own proprietary source code, or otherwise make it available at no charge.

4.3. Customer Reference and Publicity. Customer may state publicly its use of the Service, but may not use Neo4j's trademarks without first obtaining written permission from Neo4j. Neo4j may include Customer's name on a list of Neo4j customers or reference you as a user of the Service.

5. Customer Usage and Data.

5.1. Customer Responsibilities. Customer is solely responsible for the accuracy, content and lawfulness of all Customer Data. Customer warrants that Customer has sufficient rights in the Customer Data to grant the rights to Neo4j under the Agreement. Customer agrees that it is responsible for assessing whether (i) its use of the Service and the collection and provision of Customer Data by Customer to Neo4j and its sub-processors complies with applicable laws and government regulations; and (ii) its use of the Service complies with specific regulatory and security requirements applicable to Customer in light of Customer's intended purpose with respect to its usage of the Service. If the Health Insurance Portability and Accountability Act ("HIPAA") applies to Customer, Customer shall, prior to using Neo4j's Service, enter into a Business Associate Agreement with Neo4j.

5.2. Personal Data. In the event that Customer submits Customer Personal Data to Neo4j for processing, Customer will contact legal@neo4j.com to request a Data Processing Addendum ("DPA") that is pre-signed by Neo4j. Customer agrees Neo4j is merely a data processor under this Agreement. "Customer Personal Data" means the personal data contained within Customer Data, including any special categories of personal data or sensitive data as defined in the DPA. For clarity, data for which Neo4j is a data controller is processed in compliance with this Agreement and Neo4j's Privacy Policy.

5.3. Ownership. Customer or its licensors retain all right, title and interest (including intellectual property rights) in and to Customer Data and any modifications made thereto during the operation of the Service. Subject to the terms of the Agreement, Customer grants to Neo4j and its Affiliates a non-exclusive, worldwide, royalty-free, non-sublicensable, and

non-transferable right to process the Customer Data solely to the extent necessary to provide the Service to Customer or as required by law.

6. Privacy. Neo4j will process Customer's personal data, which may be submitted in connection with the registration or administration of a Neo4j account, such as name and email address, in compliance with this Agreement and Neo4j's Privacy Policy.

7. Confidentiality. Each party (as "Receiving Party") will protect the other's Confidential Information with at least the same care it uses for its own Confidential Information, and no less than reasonable care. It will (i) use Confidential Information of the other party (the "Disclosing Party") only as permitted under the Agreement, and (ii) limit access to those who need it, and who are bound by similar confidentiality obligations, and for whom the Receiving Party shall be liable for compliance hereof. If legally required to disclose Confidential Information, the Receiving Party will, where legally permitted, give advance notice and reasonably assist in seeking confidential treatment of the Confidential Information. Disclosure may cause significant harm, entitling the Disclosing Party to seek equitable relief in addition to other legal remedies.

8. Support and Availability. During the Subscription Term, Neo4j will provide Customer with Support Services for its Service as specified in the applicable Support Terms and with the service levels for the Service in accordance with the applicable Service Level Agreement ("SLA") made available at https://neo4j.com/legal-terms/. For any part of the Service that is offered free of charge, Neo4j may or may not, in its discretion, provide more limited support. Neo4j reserves the right to modify the Support Terms and the SLA provided no such modification shall result in a material reduction in support or availability during the Subscription Term.

9. Fees and Payment; Taxes.

9.1. Fees and Payment. Customer agrees to pay all fees charged by Neo4j for Customer's use of the Service. Fees are calculated on a monthly basis in arrears pursuant to the Pricing Page ("Fees"), as may be more specifically detailed within the Service. Except as expressly set forth in this Agreement, all payment obligations are non-cancelable and Fees are non-refundable. All Fees are payable in the currency of the United States through our payment processor ("Stripe"). If a payment is not successfully settled (e.g., due to expiration or insufficient funds), Customer remains responsible for any uncollected amounts, authorizes Neo4j to continue billing Customer's payment method, and acknowledges that for some customer-chosen payment methods, the issuer may charge a foreign transaction fee and/or other charges, for which Customer will be responsible. Further, Neo4j may, in its sole discretion, offer Customer promotional credits or other free use of the Service. Any such credits or free use may or will be credited against Customer's monthly Fees. Promotional credits and any other free use of the Service have no cash value, are non-transferable and non-refundable, and expire sixty (60) days after they are issued, unless otherwise indicated by Neo4j. Customer also acknowledges and agrees that Customer's use of the Service may be limited or capped by Neo4j in its sole discretion.

9.2. Payments Through Stripe. Customer may be required to provide credit card details to Stripe. Payment processing services by Stripe are subject to the Stripe Security Policy and the Stripe Privacy Policy, which Stripe may update from time to time. You agree to provide Neo4j accurate and complete information about you and your business, and you authorize Neo4j to share this information and transaction information (exclusive of any credit or debit card numbers, details or associated passwords) related to your use of the payment processing services provided by Stripe.

9.3. Cloud Marketplace Billing. Notwithstanding anything to the contrary in this Agreement, where Customer has purchased the Service through a cloud service provider (a "CSP") marketplace, Customer agrees that all Fees shall be paid through billing of Customer's account with such CSP and that any refund to which Customer may be entitled under this Agreement may be provided, unless otherwise limited by the CSP's refund requests policy, in the form of a credit back to Customer's account with such CSP.

9.4. Taxes. Fees exclude all taxes (e.g., sales, use, GST, VAT, withholding), except those based on Neo4j's net income, property, or employees. Customer is responsible for all taxes related to its purchases and use of the Service. If Neo4j is required to pay or collect such taxes, it will invoice Customer, who must pay unless a valid exemption certificate authorized by the appropriate taxing authority is provided. If withholding is required by law, Customer will gross up payments so Neo4j receives the full amount equal to the amount Neo4j would have received had no such deductions or withholdings been made. Upon request, Customer will provide proof of tax remittance and, where applicable, VAT/GST registration numbers on the Order Form.

9.5. Excess Usage. The Service has usage limitations based on the capacity or other metrics as set forth on the Pricing Page ("Quantity"). Neo4j may monitor your use of the Service to determine compliance with this Quantity. When your use exceeds the applicable Quantity, you shall upgrade to the appropriate tier of Service as set forth on the Pricing Page within three (3) days or Neo4j will provide you with notice and upgrade you automatically. You shall pay additional fees in accordance with this Section 9 for current and future use.

10. Term and Termination.

10.1. Term. This Agreement is effective as of the Effective Date and will remain in effect until terminated under this Section 10.

10.2. Termination for Cause. Each party may terminate this Agreement with written notice if (i) the other party commits a material breach and fails to cure it within thirty (30) days following a written request from the notifying party to cure such material breach; or (ii) the other party ceases business operations or becomes subject to bankruptcy or insolvency proceedings that are not dismissed within sixty (60) days.

10.3. Termination for Convenience. If there is no Order Form or SOW currently in effect, either party may terminate this Agreement upon 30 days' written notice.

10.4. Effect of Termination. Upon the termination of the Agreement: (a) the right to use the Service immediately ends, and the Customer, including Users and Contractors, must stop its use (except to exercise the Retrieval Right, if applicable) and (b) Neo4j's obligations to perform or provide the Service shall immediately terminate. In addition, Customer shall pay Neo4j any outstanding Fees under the Agreement, unless Customer terminates under Section 10.2. Further, within ten (10) days of termination, each party shall use reasonable efforts to destroy all Confidential Information of the other party in its possession, retaining only one archival copy for purposes of ensuring compliance with the Agreement. Notwithstanding the foregoing, the following terms shall survive the termination or expiration of this Agreement, together with any other terms which by their nature are intended to survive such termination, 4 (Intellectual Property), 5 (Customer and Usage Data), 7 (Confidentiality), 9 (Fees and Payment; Taxes), 10.4 (Effects of Termination), 13 (Indemnification), 14 (Limitation of Liability), and 15 (General Terms).

10.5. Customer Data Retrieval. Customer will have up to thirty (30) calendar days from termination or expiration to access the Service solely to the extent necessary to retrieve Customer Data ("Retrieval Right"). If Customer exercises its Retrieval Right, this Agreement, including Customer's payment obligations, shall continue in full force and effect for the duration of the Retrieval Right. Neo4j shall have no further obligation to make Customer Data available after expiration of the Retrieval Right and (subject to Section 10.4 of the Agreement) shall thereafter promptly delete Customer Data. After the Retrieval Right period, Customer shall cease use of and access to the Service (including any related Neo4j Technology) and delete all copies of Client Software, Documentation, any Service passwords or access codes, and any other Neo4j Confidential Information in its possession.

11. Suspension. Neo4j reserves the right to suspend provision of services; (i) if Customer is seven (7) days or more overdue on a payment, (ii) if Neo4j deems such suspension necessary as a result of Customer's non-compliance with this Agreement, (iii) if Neo4j reasonably determines suspension is necessary to avoid material harm to Neo4j or its other subscribers, including if the Service is experiencing denial of service attacks, mail flooding, or other disruptions outside of Neo4j's control, or (d) as required by law or request of governmental entities.

12. Warranty.

12.1. Neo4j Warranty. Neo4j warrants that the Service will materially conform to the specifications set forth in the applicable Documentation during the Subscription Term. This warranty excludes trial or beta versions, experimental features, and issues related to the performance, operation or security of the Service that are caused by or attributable to third-party content, services provided by third parties, or any bug, defect or error caused by or attributable to software or hardware not approved by Neo4j. Neo4j does not warrant that the Service will be uninterrupted or error-free, that all defects will be corrected, or that the Service will meet Customer's requirements or expectations. Neo4j also warrants that Support Services will be performed

professionally and according to industry standards, and, in accordance with Neo4j's then current applicable Support Terms.

12.2. Disclaimer. Except as set forth in the Agreement, the Service is provided "as is" and Neo4j makes no other warranties, express or implied, statutory or otherwise, including, without limitation, merchantability, title, fitness for a particular purpose, satisfactory quality, and non-infringement.

13. Indemnification.

13.1. By Neo4j. Neo4j will defend and indemnify Customer against third-party claims that the Service, when used per the Agreement and Documentation, infringes a copyright or registered patent in a Berne Convention country, covering damages and costs finally awarded or settled by Neo4j. If Customer's use of the Service results or is likely to result in an infringement claim, Neo4j may: (a) substitute functionally similar products or services; (b) procure for Customer the right to continue using the Service; or (c) terminate the applicable Order Form or SOW and refund unused pre-paid Fees for the applicable Service. This obligation does not apply to claims caused by: (1) third-party or Customer-requested modifications; (2) the combination of the Service with non-Neo4j products or processes; (3) use of the Service in non-conformity with the applicable Agreement and Documentation; or (4) Customer Data or non-Neo4j deliverables. This Section is Customer's sole remedy for intellectual property infringement claims.

13.2. By Customer. Customer will defend and indemnify Neo4j against any third-party claim related to Customer Data, materials provided to Neo4j by Customer in connection with the Service, or any Customer-offered product or service used with the Service, covering any damages and costs (including reasonable attorneys' fees) finally awarded against Neo4j or agreed in settlement by Customer resulting from such claim.

13.3. Procedures. For claims under this Section, the indemnified party must: (i) promptly notify the indemnifying party in writing, (ii) allow the indemnifying party to control the defense and settlement at indemnifying party's expense, and (iii) provide reasonable cooperation at the indemnifying party's expense. Delay in notice does not relieve obligations but excludes liability for pre-notice expenses or harm caused by the delay or failure to notify. The indemnifying party may not settle any claim imposing obligations (except payment covered by the indemnifying party or ceasing to use infringing materials) or admissions on the indemnified party without the indemnified party's written consent, not unreasonably withheld. Indemnification under this Section does not apply if the indemnified party settles or admits liability without prior written consent.

14. Limitation of Liability.

14.1. General Limitation. To the fullest extent permitted under applicable law, under no circumstances shall Neo4j or Customer be liable to each other or any third party for any indirect, incidental, special, exemplary, punitive, reliance, or consequential damages (including, without limitation, damages for loss of business profits, business interruption, or loss of business information) arising out of or relating to this Agreement, including, without limitation, use or inability to use the Service, regardless of the legal theory upon which any claim is based, even if advised of the possibility of such damages.

14.2. Aggregate Liability. Without limiting the foregoing, and subject to Section 14.3, in no event shall the aggregate liability of Neo4j or Customer under this Agreement exceed the total amount of Fees paid and payable by Customer to Neo4j under the applicable online order, Order Form, or SOW during the twelve (12) month period immediately preceding the event giving rise to the claim for damages ("General Liability Cap"),

except Neo4j's total aggregate liability for damages arising out of or related to any Service provided free of charge is limited to $500 (five hundred U.S. dollars).

14.3. Exceptions to Limitations. The limitations in Sections 14.1. and 14.2 shall not apply to the extent arising from (i) a party's fraud or willful misconduct, (ii) breach of confidentiality obligations (but excluding obligations and/or claims relating to Customer Data), (iii) Customer's breach of the licenses granted pursuant to the applicable Agreement, and/or (iv) Customer's payment obligations.

14.4. Data Processing and Unauthorized Disclosure. The limitation of liability in Section 14.2 shall not apply to damages arising from Neo4j's failure to comply with its obligations under Neo4j's DPA or claims arising from unauthorized disclosure of Customer Data. In such cases, Neo4j's total cumulative liability shall be limited to twice the amount paid by Customer under the specific Agreement in the twelve (12) months immediately preceding the first event giving rise to liability ("Data Protection Claims Cap").

14.5. Applicability to Service and Support. This Section 14 applies to Service and Support Services, if applicable. These limitations shall apply even if this Agreement or any limited remedy specified herein is found to have failed of its essential purpose.

15. General Terms.

15.1. Notices. All notices must be in writing (in English) and addressed via email: (a) for Neo4j, notices must be sent to legal@neo4j.com, unless indicated otherwise herein; and (b) for Customer, to the email address of an administrator as configured in the Service or if no such email is available, Customer acknowledges that the means of notice shall be at Neo4j's reasonable discretion. Notices will be deemed to have been received by the addressee upon the day of sending by email. Neo4j may change its email address for notices under these Terms by providing Customer written notice in accordance with this Section 15.1. Customer may change its email address for notices by updating it within the Service.

15.2. Updates to Terms. Notwithstanding anything in the Agreement to the contrary, Neo4j may update or change this Agreement, including by posting updated terms on https://neo4j.com/legal-terms. For changes that may have material impact on Customer, Neo4j will provide reasonable notice to Customer in accordance with Section 15.1 (Notices). Updates to the Agreement will become effective 30 days after they are posted, except to the extent that the updates apply to new functionality, or are required by applicable law, in which case they will be effective immediately. If Customer does not agree to the updated Agreement, Customer may stop using the Service or may terminate this Agreement in accordance with Section 10 (Term and Termination). Customer's continued use of the Service after a material update will constitute Customer's consent and acceptance of such updates.

15.3. Choice of Law; Venue. This Agreement and any applicable Agreement shall be governed by the laws of the State of California, excluding its conflicts of law rules, and the parties' consent to exclusive jurisdiction and venue in the state and federal courts located in Santa Clara, California, without regard to the United Nations Convention on the International Sale of Goods.

15.4. Waiver. No waiver will be implied from conduct or failure to enforce rights. No waiver will be effective unless in a writing signed on behalf of the party against whom the waiver is asserted.

15.5. Assignment. While Neo4j remains fully liable for all obligations, some obligations may be fulfilled by Neo4j Affiliates. Customer cannot assign this Agreement or licenses without Neo4j's prior written consent; any attempt otherwise is void. However, either Party may assign the Agreement to (i) its Affiliates, (ii) a

successor by merger or consolidation, or (iii) a purchaser of all or substantially all assets. The Agreement binds and benefits the successors and permitted assigns of the parties.

15.6. Force Majeure. Neither party shall be liable to the other party or any third party for failure or delay in performing its obligations under this Agreement when such failure or delay is due to any cause beyond the control of the party concerned, including, without limitation, acts of God, governmental orders or restrictions, fire, or flood, provided that upon cessation of such events such party shall thereupon promptly perform or complete the performance of its obligations hereunder. Customer's payment obligations are not subject to force majeure.

15.7. Code of Conduct. Each party has its own code of conduct, which it will observe during the term of the Agreement. Both parties agree their codes have equal status, and neither is contractually bound by the other party's code of conduct.

15.8. Severability. If any provision of this Agreement is judged by a court of competent jurisdiction to be invalid or unenforceable, that provision shall be limited or eliminated to the minimum extent necessary so that this Agreement shall otherwise remain in full force and effect.

15.9. Relationship. The parties are independent contractors, and nothing herein shall be construed to create any agency, partnership, or other form of joint enterprise between the parties.

15.10. Export. Customer agrees to comply with all U.S. and local export control laws and regulations applicable to its Service.

15.11. Amendments. Except as stated in Section 15.2 (Updates to Terms) or otherwise specified in this Agreement, this Agreement may be amended or supplemented only by a writing that refers explicitly to this Agreement and that is signed on behalf of both parties.

15.12. Entire Agreement. This Agreement is the complete and exclusive understanding between the parties, superseding all prior agreements or communication on the subject matter of this Agreement.

16. Federal Government End Use. Neo4j provides the Service for federal government end use solely in accordance with the following: Government technical data and software rights related to the Service include only those rights customarily provided as defined in this Agreement. This customary commercial license is provided in accordance with FAR 12.211 (Technical Data) and FAR 12.212 (Software) and, for Department of Defense transactions, DFAR 252.227-7015 (Technical Data Commercial Items) and DFAR 227.7202-3 (Rights in Commercial Computer Software or Computer Software Documentation). Any additional rights must be negotiated and included in a written addendum to the Agreement.

17. Definitions.

17.1. "Acceptable Use Policy" means Neo4j's acceptable use policy made available at https://neo4j.com/legal-terms and as may be updated from time to time.

17.2. "Affiliate" means any individual, corporation, partnership, or business entity that controls, is controlled by, or is under common control by an entity with an ownership of more than 50% of the voting shares.

17.3. "Aura Feature-Specific Terms" means the then-current terms specific to one or more Aura services made available at https://neo4j.com/legal-terms and as may be updated from time to time.

17.4. "Client Software" is defined in Section 3 (Service).

17.5. "Confidential Information" means all information identified as confidential at disclosure or that should reasonably be known as confidential due to its nature and the circumstances. All Customer Data is deemed

Confidential Information of Customer without any marking. All Neo4j Technology and Agreement terms are deemed Confidential Information of Neo4j without marking. Confidential Information shall not include information the Receiving Party can demonstrate: (i) was rightfully in its possession or known to it prior to receipt of the Confidential Information; (ii) is or has become public knowledge through no fault of the Receiving Party; (iii) is rightfully obtained by the Receiving Party from a third party without breach of any confidentiality obligation; or (iv) is independently developed by employees of Receiving Party with no access to such information.

17.6. "Consulting Services" means implementation services, training or consulting services performed by Neo4j or its authorized representatives.

17.7. "Contractor" shall mean the independent contractors and consultants permitted by Customer to use the Service.

17.8. "Customer Data" means any data uploaded by or on behalf of Customer through the Service for processing, storage, or hosting in connection with Customer's use of the Service.

17.9. "Data Protection Claims Cap" is defined in Section 14.4 (Data Processing and Unauthorized Disclosure).

17.10. "Disclosing Party" is defined in Section 7 (Confidentiality).

17.11. "Documentation" means Neo4j's documentation and usage guides including standard installation materials, training materials, specifications and online help documents for the Service made available at https://neo4j.com/docs/.

17.12. "Feedback" is defined in Section 4 (Intellectual Property).

17.13. "Fees" is defined in Section 9.1 (Fees and Payment).

17.14. "General Liability Cap"is defined in Section 14.2 (Aggregate Liability).

17.15. "Intellectual Property Rights" means current and future worldwide rights under patent, copyright, trade secret, trademark, and moral rights laws, and other similar rights.

17.16. "Neo4j Technology" is defined in Section 4 (Intellectual Property).

17.17. "Order Form" means the Neo4j ordering document referencing the Neo4j Aura Terms of Service, executed by Customer which specifies the Service being provided by Neo4j, including any addenda and supplements, during the applicable Subscription Term.

17.18. "Pricing Page" means the schedule of fees, made available at https://console.neo4j.io/pricing and as may be updated from time to time.

17.19. "Privacy Policy" means Neo4j's privacy policy made available at https://neo4j.com/legal-terms and as may be updated from time to time.

17.20. "Receiving Party" is defined in Section 7 (Confidentiality).

17.21. "Retrieval Right" is defined in Section 10.5 (Customer Data Retrieval).

17.22. "SOW" means each ordering document executed by the parties for Consulting Services referencing this Agreement.

17.23. "Subscription Term" means with respect to the Service, a one-month term that automatically renews each month for an additional one-month term unless terminated in accordance with this Agreement.

17.24. "Support Services" means Neo4j's support and maintenance services.

17.25. "Support Terms" means the Neo4j Support Terms made available at https://neo4j.com/terms/support-terms/ and as may be updated from time to time.

17.26. "Third-Party License Terms" means the list of third-party licenses available at www.neo4j.com/thirdpartylicenses/.

17.27. "Trust Center" means the Neo4j Security and Compliance site, made available at https://trust.neo4j.com/.

17.28. "Users" means persons granted access to the Service by or on behalf of Customer, including its Affiliates, Contractors and its Affiliates' Contractors.