

Wazuh Hub Account Terms of Use

Version date: August 19, 2026

These Wazuh Hub Account Terms of Use (the “Hub Terms”) form a legally binding agreement between the person or entity creating, accessing or using a Wazuh Hub account or organization (“Customer”) and Wazuh Inc. (“Wazuh”), a Delaware corporation, with its principal place of business at 1999 S. Bascom Ave Suite 700 PMB#727, Campbell, CA 95008, United States. By creating or using a Wazuh Hub account, accepting these Hub Terms in the Wazuh Hub, or entering into a Sales Order or other Wazuh agreement that incorporates these Hub Terms, Customer agrees to be bound by them. These Hub Terms govern the Wazuh Hub account and organization layer and any Free Services made available through it. A Service that is subject to a Sales Order or other service-specific Wazuh terms is also governed by those terms, as provided in Section 8.6 below.

1. Definitions

1.1. Capitalized terms. Capitalized terms not defined in these Hub Terms may be defined in applicable Service-Specific Terms or Documentation. Cognate terms shall be construed to have the same meaning.

“Account” means the Wazuh ID account used to access the Wazuh Hub and the Services available through it.

“Administrator” means a User authorized to administer an Organization, including its members, service activations or other organization-level settings.

“Customer Data” means data, content, configurations, security information or other information submitted by or on behalf of Customer to a Service, or made accessible to a Service at Customer’s direction, excluding Third-Party Data.

“Documentation” means the user guides, in-console help content, technical documentation and service descriptions made available by Wazuh for the Wazuh Hub or an applicable Service, as updated from time to time.

“Free Service” means a Service, plan, feature or usage entitlement that Wazuh makes available at no charge outside a paid subscription or Sales Order, including a free plan to which a workspace may revert after expiration of another entitlement.

“Organization” means the customer organization maintained within the Wazuh Hub through which Users, service activations and organization-level settings are managed.

“Sales Order” or **“Order”** means an ordering document authorized by Wazuh and entered into between Wazuh and Customer that identifies one or more Services or entitlements.

“**Service**” means a Wazuh product, service, plan or feature made accessible through the Wazuh Hub, excluding Wazuh Cloud and other Wazuh offerings expressly governed by separate terms unless those separate terms incorporate these Hub Terms.

“**Service-Specific Terms**” means additional Wazuh terms expressly applicable to a particular Service or entitlement, including the Wazuh Hub Beta Services Terms available at <https://wazuh.com/legal-resources/>, excluding a Sales Order.

“**Third-Party Data**” means data, content, threat intelligence, vulnerability information, reputation information or other information that Wazuh obtains or licenses from public or third-party sources independently of Customer Data. Third-Party Data does not become Customer Data solely because it is made available to Customer through a Service.

“**Users**” means individuals authorized by Customer to access the Account, Organization or a Service on Customer’s behalf.

“**Wazuh Hub**” means the Wazuh ecosystem account and service-access interface currently available at hub.wazuh.com, including the Organization and shared account-level functionality made available through it.

2. Wazuh Hub Account and organization

2.1. Authority and registration. Customer represents that the individual creating or accepting the Account has authority to bind Customer. Customer shall provide accurate registration information and keep Account and Organization information reasonably current.

2.2. Credentials and Users. Customer is responsible for its Users, for maintaining the confidentiality and security of login credentials, and for activity performed through its Account or Organization. Customer shall promptly notify Wazuh of suspected unauthorized access or use.

2.3. Right to use the Wazuh Hub. Subject to these Hub Terms, Wazuh grants Customer and its Users a limited, non-exclusive, revocable, non-transferable and non-sublicensable right to access and use the Wazuh Hub for Customer’s internal business purposes and to access Services for which Customer has a valid entitlement.

2.4. Organization layer. The Account and Organization are separate from individual Service entitlements. Activating, suspending, expiring or discontinuing one Service does not, by itself, close the Account or Organization or terminate another Service. Customer may therefore maintain an Account or Organization even when no paid or Order-granted Service is active.

3. Free Services

3.1. Availability and limits. Wazuh may make Free Services available from time to time. Free Services may be subject to functionality, usage, seat, storage, retention, integration, geographic or other limits described in the Documentation. Unless expressly stated otherwise, Free Services

are provided for Customer's internal business use and do not create any commitment that Wazuh will continue to offer the applicable Service, plan, feature or limit.

3.2. Changes and discontinuation. Wazuh may modify, replace, limit, suspend or discontinue a Free Service or any feature of a Free Service at any time. Where commercially practicable, Wazuh will use reasonable efforts to provide advance notice of a material discontinuation. Wazuh may act immediately where reasonably necessary for security, legal, regulatory, technical, third-party dependency, misuse or abuse-related reasons.

3.3. No automatic charges. Use of a Free Service does not authorize Wazuh to charge Customer. Customer will not be converted automatically from a Free Service to a paid service, and Wazuh will not charge a payment method solely because a Free Service is modified, reaches a limit or is discontinued. A paid service requires Customer's affirmative acceptance of the applicable commercial arrangement.

3.4. No service level commitment. Free Services are not subject to any service level agreement, service credit, guaranteed availability commitment or committed support response or resolution time. Wazuh may provide technical assistance on a commercially reasonable efforts basis.

4. Customer Data and data protection

4.1. Customer Data. As between the parties, Customer retains all right, title and interest in Customer Data. Customer grants Wazuh and its authorized service providers the rights necessary to host, access, use, reproduce, transmit and process Customer Data solely as reasonably necessary to provide, secure, maintain and support the applicable Services and to comply with applicable law.

4.2. Customer responsibilities. Customer is responsible for the accuracy, quality and legality of Customer Data and for obtaining all rights, permissions, notices and consents required to submit or make Customer Data available to a Service. Customer is also responsible for configuring permissions, connectors, monitoring targets and other Service settings in accordance with its own policies and applicable law. Customer represents that it has a lawful basis and all necessary authority to connect, scan, monitor, query, investigate or take response actions with respect to the domains, identities, accounts, cloud environments, endpoints, systems and other targets that Customer configures or makes accessible to a Service.

4.3. Data protection agreement. To the extent Wazuh Processes Customer Personal Data on behalf of Customer, the then-current Wazuh Data Protection Agreement shall apply and is incorporated by reference. For purposes of that agreement, these Hub Terms and any applicable Service-Specific Terms constitute the "Agreement," and the applicable Services constitute "Services."

4.4. Wazuh as independent controller. Personal Data for which Wazuh determines the purposes and means of processing, including Account registration, authentication, relationship

management, billing or account administration and other controller-side processing identified in an applicable Wazuh privacy statement, will be handled in accordance with that privacy statement and applicable law.

4.5. Plan changes and deprovisioning. A downgrade or reversion from another entitlement to a Free Service does not, by itself, constitute deprovisioning of the applicable workspace. Customer Data that remains accessible or retained following a plan change will be subject to the functionality, access, storage, retention and other limits of the then-current Free Service. If a Service or workspace is deprovisioned, Customer Data may be returned, retained or deleted in accordance with the applicable Service-Specific Terms, Documentation, Data Protection Agreement and applicable law. Except as expressly required thereunder, Wazuh has no obligation to retain Customer Data after deprovisioning. Where export functionality is available, Customer is responsible for exporting Customer Data it wishes to retain before deprovisioning.

4.6. Third-Party Data and service outputs. Certain Services may make Third-Party Data available to Customer or combine Third-Party Data with Customer Data or other Service information to generate findings, scores, classifications, analyses, summaries, recommendations, reports or other outputs. Except as expressly provided in applicable Service-Specific Terms, Customer receives only the limited right to access and use Third-Party Data as part of the applicable Service for the purposes permitted by the Agreement; no ownership in Third-Party Data is transferred to Customer. Third-Party Data may be subject to source, license, security-purpose or other restrictions stated in applicable Service-Specific Terms or Documentation. Wazuh does not guarantee that Third-Party Data will be complete, current, exhaustive, error-free or continuously available, and sources, coverage and availability may change over time.

5. Acceptable use and security

5.1. Use restrictions. Customer shall not, and shall not permit any third party to: (i) use the Wazuh Hub or a Service unlawfully or in violation of the Documentation; (ii) submit infringing or unlawful material, or malicious code or content except where reasonably necessary for legitimate cybersecurity analysis and expressly supported by the applicable Service; (iii) attempt to gain unauthorized access to the Wazuh Hub, a Service or related systems; (iv) interfere with or disrupt their integrity, security or performance; (v) circumvent technical or usage restrictions; (vi) reverse engineer, copy or create derivative works of proprietary components except to the extent such restriction is prohibited by applicable law; or (vii) use the Wazuh Hub or a Service to develop a competing product or publish benchmarking results without Wazuh's prior written consent.

5.2. Security actions. Wazuh may take reasonable technical or administrative measures to prevent or address suspected misuse, security threats, fraud, abuse or unauthorized access, including limiting or suspending affected functionality while the issue is investigated or remediated.

5.3. Security intelligence and exposure data. Customer may use credential-exposure, identity-risk, threat-intelligence, vulnerability and similar security information made available through a Service only for legitimate cybersecurity, fraud prevention, credential remediation, incident investigation, compliance or related protective purposes concerning systems, domains, identities or environments that Customer is authorized to protect. Customer shall not use such information for unlawful surveillance, harassment, discrimination, unrelated profiling or unauthorized investigation of individuals or systems.

5.4. AI-enabled features and automated actions. Certain Services may use artificial intelligence or machine-learning functionality, including authorized third-party service providers, to generate classifications, findings, summaries, analyses, recommendations or other outputs. Such outputs may contain inaccuracies, omissions or unexpected results and do not replace qualified human judgment. Customer is responsible for reviewing material outputs and determining whether and how to act on them. If Customer enables a Service to perform automated or response actions, Customer authorizes Wazuh to execute the actions permitted by Customer's configuration and remains responsible for its selected targets, rules, approvals, automation settings and other controls.

5.5. Export controls and sanctions. Customer shall comply with applicable export control, economic sanctions and trade laws in connection with its access to and use of the Wazuh Hub and Services. Customer shall not access or use the Wazuh Hub or Services in violation of such laws or make them available to any prohibited person, entity or destination.

6. Term, suspension and account closure

6.1. Term. These Hub Terms remain in effect while Customer maintains an active Account or Organization or continues to use a Free Service, unless terminated in accordance with this Section. Expiration or termination of a Service-Specific Term does not automatically terminate these Hub Terms.

6.2. Suspension. Wazuh may immediately suspend access to an Account, Organization or affected Service if Customer materially violates these Hub Terms, creates a security or legal risk, engages in misuse or abuse, or if suspension is reasonably necessary to protect Wazuh, Customer, other users or third parties. Where appropriate, Wazuh may limit suspension to the affected Service or User.

6.3. Customer-requested closure. Customer may request closure of its Account or Organization. If Customer has an active Service governed by a Sales Order or other Service-Specific Terms, account closure does not cancel that Service or any related obligations, and Wazuh may require the Service to expire or be terminated in accordance with its applicable terms before completing closure.

6.4. Closure by Wazuh. Subject to any applicable Sales Order or Service-Specific Terms, Wazuh may close an Account or Organization upon reasonable advance notice, including where the

Account has been inactive for an extended period or Wazuh discontinues the Wazuh Hub. Wazuh may close or terminate access immediately for material breach, security or legal reasons, fraud, abuse or circumstances in which continued access would create material risk.

6.5. Effect of Service termination. Expiration, suspension or discontinuation of one Service affects only that Service unless otherwise expressly stated in applicable Service-Specific Terms. Closing the Account or Organization may affect access to all Services associated with it, but does not extinguish obligations arising under an active Sales Order or other agreement.

6.6. Effect of closure. Following Account, Organization or Service deprovisioning, Customer Data will be handled as provided in Section 4.5. Customer shall cease use of Wazuh materials and functionality to which it no longer has a valid entitlement.

7. Intellectual property, confidentiality, warranties and liability

7.1. Wazuh technology. Wazuh and its licensors retain all right, title and interest in and to the Wazuh Hub, Services, Documentation, software, interfaces, models, workflows, methodologies and other technology provided by Wazuh, including all modifications, improvements and derivative works thereof. Except for the limited rights expressly granted, no rights are transferred to Customer.

7.2. Feedback. If Customer provides suggestions, comments, error reports or other feedback regarding the Wazuh Hub or a Service, Customer assigns to Wazuh all right, title and interest in such feedback, and Wazuh may use or incorporate it without restriction or payment, provided that Wazuh does not publicly identify Customer as the source without Customer's consent.

7.3. Confidential Information. Each party may receive non-public information from the other that is designated as confidential or that reasonably should be understood to be confidential given its nature and the circumstances of disclosure ("Confidential Information"). Each receiving party will use reasonable care to protect the other party's Confidential Information, use it only for purposes of the applicable relationship, and disclose it only to personnel, contractors and advisers who need to know it and are subject to confidentiality obligations. These obligations do not apply to information that is or becomes public without breach, was lawfully known without restriction, is independently developed without use of the Confidential Information, or is lawfully received from a third party without confidentiality restrictions. Legally compelled disclosure is permitted subject to prior notice where legally allowed. Upon written request following termination, the receiving party will return or destroy the disclosing party's Confidential Information, except for copies retained pursuant to law, internal archival policies or automated backup procedures, which remain subject to this Section.

7.4. Free Service disclaimer. Free Services are provided "as is" and "as available," to the maximum extent permitted by applicable law. Except as expressly stated in applicable Service-Specific Terms, Wazuh disclaims all express, implied and statutory warranties, including warranties of merchantability, fitness for a particular purpose, title, non-infringement, quality and accuracy.

Wazuh does not warrant that a Free Service will be uninterrupted, error-free or secure, or that information or outputs provided through it will be complete or accurate.

7.5. Exclusion of indirect damages. To the maximum extent permitted by applicable law, neither party will be liable under these Hub Terms for lost profits or revenues or for indirect, special, incidental, consequential, exemplary, cover or punitive damages, regardless of the theory of liability and whether or not the party was advised of the possibility of such damages.

7.6. Liability for Free Services. To the maximum extent permitted by applicable law, Wazuh will have no liability arising out of or related to any Free Service or Customer's free use of the Wazuh Hub. This exclusion does not apply to liability that cannot lawfully be excluded or limited. Nothing in this Section limits Customer's obligations or liability under these Hub Terms. Liability relating to a Service governed by Service-Specific Terms will be determined exclusively under those Service-Specific Terms.

7.7. No indemnification for Free Services. Except as expressly stated in Service-Specific Terms, Wazuh has no obligation to defend or indemnify Customer with respect to a Free Service, and no indemnification obligation applicable to another Wazuh product or service extends to a Free Service.

8. General

8.1. Relationship of the parties. The parties are independent contractors. These Hub Terms do not create a partnership, joint venture, employment, franchise or agency relationship, and neither party may bind the other without prior written authorization.

8.2. Assignment. Neither party may assign these Hub Terms without the other party's prior written consent, except that either party may assign them without consent in connection with a merger, reorganization, sale of substantially all assets, or similar transaction, provided the assignee agrees to be bound by these Hub Terms.

8.3. Force majeure. Neither party will be liable for delay or failure to perform caused by events beyond its reasonable control. This Section does not excuse Customer's payment obligations.

8.4. Notices and service communications. Wazuh may provide operational and service communications through the Wazuh Hub or by email to the Account Administrator or another authorized contact. Wazuh may provide legal notices to Customer by email to the Account Administrator or another contact identified in an applicable Sales Order. Legal notices to Wazuh may be sent to legal@wazuh.com. Customer is responsible for maintaining current contact information for its Account and Organization.

8.5. Updates to these Hub Terms. Wazuh may update these Hub Terms from time to time by posting a revised version and effective date. For material changes, Wazuh will use reasonable efforts to provide advance notice through the Wazuh Hub or by email. Changes apply prospectively from their effective date. Customer's continued use of the Wazuh Hub or a Free

Service after the effective date constitutes acceptance of the updated Hub Terms. An update to these Hub Terms does not modify a Sales Order or other Service-Specific Terms except to the extent those terms expressly provide otherwise.

8.6. Relationship with Service-Specific Terms; order of precedence. These Hub Terms govern the Account, Organization and Free Services. If Customer uses a Service subject to Service-Specific Terms, those terms supplement these Hub Terms. In the event of conflict concerning a particular Service, the order of precedence is: (1) special terms in an applicable Sales Order, (2) the applicable Service-Specific Terms, (3) these Hub Terms, and (4) the applicable Documentation. A Customer purchase order or other unilateral document does not modify these Hub Terms or any Service-Specific Terms unless Wazuh expressly agrees in writing.

8.7. Governing law and disputes. These Hub Terms are governed by the laws of the State of California, without regard to conflict-of-laws principles. The parties will first refer any dispute to a senior executive of each party with authority to resolve the dispute. If a dispute is not resolved within thirty (30) days, it will be subject to binding arbitration under the Commercial Arbitration Rules of the American Arbitration Association in San Jose, California, except that either party may seek temporary or injunctive relief from a court of competent jurisdiction. To the extent a dispute is not subject to arbitration, the state and federal courts located in Santa Clara County, California will have exclusive jurisdiction. The United Nations Convention on Contracts for the International Sale of Goods does not apply.

8.8. Entire agreement; severability; waiver. With respect to the Account, Organization and Free Services, these Hub Terms, together with any applicable Service-Specific Terms and Documentation as provided in Section 8.6, constitute the complete agreement between the parties and supersede prior or contemporaneous understandings relating to the same subject matter. If any provision is held invalid or unenforceable, it will be enforced to the maximum extent permitted and the remaining provisions will remain in effect. A waiver must be in writing and will not constitute a waiver of any later breach.

8.9. Survival. Sections concerning Customer Data, intellectual property, confidentiality, disclaimers, limitation of liability and the provisions that by their nature should survive will remain in effect after expiration or termination of these Hub Terms.