

PCMA TERMS AND CONDITIONS

(December 2025)

The following terms and conditions (the “PCMA Product Specific Terms”) apply to your use of the PCMA Service requested through your agreement with Granicus, LLC or one of its affiliates (you and any authorized user of the Service through your agreement, collectively, “User”). These PCMA Product Specific Terms are in addition to any other terms between the parties, and any conflict between those terms and the PCMA Product Specific Terms will be resolved in favor of the PCMA Product Specific Terms, but solely as they relate to use of the PCMA Services.

DATA TRANSFER PROCESS

Granicus shall initiate the integration process upon Client opt-in. The integration will consist of Granicus Support creating an outgoing API feed for The Client in accordance with standard procedures.

Following the creation of the API feed, Granicus Support shall securely update a PCMA-owned Amazon S3 bucket with the destination’s API credentials, including destination name, API URL, username, and password. Upon completion of this step, Client data will be shared with PCMA via API on an ongoing basis.

- No separate transfer instructions, designated PCMA contact details, or Client-specific data format requirements are necessary, as the integration process and data format are standardized for all Clients.

Upon receipt of valid transfer instructions, Granicus shall:

- Prepare the Client API feed and credentials for transfer in accordance with the instructions;
- Transfer the Client API credentials to PCMA on the transfer date using secure methods; and
- Provide the Client with written confirmation once the API credentials have been shared with PCMA.

Granicus shall use reasonable commercial efforts to ensure that the Client data is transferred to PCMA in accordance with transfer instructions. However, Granicus shall not be responsible for any delays or failures in the transfer process that are:

- i. Caused by inaccurate or incomplete information provided in transfer instructions;
- ii. Due to technical issues or failures at PCMA’s end; or
- iii. The result of circumstances beyond Granicus’ reasonable control.

If Granicus encounters any issues or obstacles in preparing or transferring the Client data, Granicus shall promptly notify the Client and work with the Client to resolve such issues.

CLIENT REPRESENTATIONS AND WARRANTIES

The Client represents and warrants that:

- i. It has all necessary rights, permissions, and authority to instruct Granicus to transfer the Client data to PCMA;

- ii. The transfer of Client data to PCMA complies with all Applicable Laws, including Data Protection Laws;
- iii. It has conducted all necessary assessments and obtained all necessary consents, permissions, or other lawful bases required under Applicable Law for the transfer of Client data to PCMA;
- iv. If applicable, it has informed all relevant Data Subjects, to the extent required by Applicable Law, about the transfer of their personal data to PCMA; and
- v. It has entered into appropriate contractual arrangements with PCMA regarding the processing of Client data following the transfer.

The Client acknowledges and agrees that:

- i. Granicus makes no representations or warranties regarding PCMA's data security, data protection, or data processing practices;
- ii. The Client is solely responsible for ensuring that PCMA's processing of the Client data complies with all Applicable Laws, including Data Protection Laws; and
- iii. The Client is solely responsible for responding to any inquiries, complaints, or requests from Data Subjects, regulatory authorities, or other third parties regarding the transferred Client data.

GRANICUS OBLIGATIONS

Granicus shall:

- i. Process the Client data only in accordance with these Terms and the Client's transfer instructions;
- ii. Implement appropriate technical and organizational measures to protect Client data against unauthorized or unlawful processing and against accidental loss, destruction, or damage prior to the transfer;
- iii. Ensure that personnel authorized to process Client data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;
- iv. Share Client data with PCMA via encrypted API transmission to ensure confidentiality and integrity during transfer; and
- v. Provide reasonable assistance to the Client in responding to any inquiries, complaints, or requests from Data Subjects, regulatory authorities, or other third parties regarding the Client data, to the extent such inquiries, complaints, or requests relate to Granicus' processing of the Client data prior to the transfer.