

SPECIFIC CONDITIONS APPLICABLE TO STORAGE SERVICES

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These specific service conditions (hereinafter the "Specific Conditions") are entered into between any natural or legal person subscribing to any Storage Services provided by Scaleway (hereinafter the "Client") and, on the other hand, the entity Scaleway, as designated in the General Terms of Services binding the parties and identified as the contracting entity (hereinafter referred to as "Scaleway").

The purpose of the Specific Conditions herein is to set forth the terms and conditions applicable to the Client's subscription and use of the Storage Services.

The Specific Conditions outlined herein complement the provisions of the General Terms of Service. In the event of any conflict between the two, the provisions of the Specific Conditions shall prevail over those of the General Terms of Service.

ARTICLE 1. DEFINITIONS

For the purposes of these Specific Conditions, the following words and expressions shall have the meanings set forth:

- **Block:** means, in relation to the Storage Services, a type of block storage that takes all data and divides it into blocks of equal size, for fast access to said stored data.
- **Bucket:** means, in relation to the Object Storage Services, a unit for storing objects in a compartment within a namespace.
- **Content:** means all data (including input and output data within the framework of Scaleway AI Services), information, images, sounds, videos, objects, files, tools, Environment, websites and all other items that are saved, hosted, stored, operated, used, disclosed or distributed by the Client via the Services.
- **Instance:** refers to a virtual computer server with a specific IP address.
- **Object:** refers to a raw file, such as connection files, HTML websites, images, documents or any other type of data stored within a Bucket, and identifiable through a unique "ID" identifier and metadata.
- **Amazon S3 Protocol:** means the standard protocol of a storage service created by Amazon ("Amazon Simple Storage Service"), with respect to which Scaleway offers a high level of compatibility as part of its Object Storage Service, and which also includes a number of features described in the Documentation.
- **Storage Services (or Services):** means, "Object Storage" Service, "Block Storage" Service and "Glacier" Service.
- **Snapshot:** means an image of a specific Volume, taken at a given moment. However, this function cannot be considered as a Data backup.
- **Volume:** means a storage space of the "Block" type of the Block Storage Service, potentially used by other Scaleway Services (such as the "Instance" or "Kubernetes" Services).

Unless the context expressly implies otherwise, words in the singular include the plural and vice versa, references to one gender include all other genders, references to a natural person include legal persons, associations, etc. and vice versa, and base words have the corresponding meanings.

Article headings in these Specific Conditions are given for information purposes only and shall not in any way influence the interpretation of the provisions contained therein.

If words or expressions in title case are not defined under this article, they shall have the meaning assigned to them in the General Terms of Service.

ARTICLE 2. DESCRIPTION OF SERVICES

2.1 Object Storage and Glacier

Object Storage Service is an “object-based” storage solution designed to store large volume of unstructured data in Buckets. It stores each data unit as an individual Object identified by a unique ID and accompanied by descriptive metadata.

The Object Storage Service is highly compatible with the “Amazon S3 Protocol” (Amazon Simple Storage Service), which is a standard on the Cloud market and is exclusively defined by Amazon. Scaleway supports a non-exhaustive list of this protocol's methods, which are listed in its Documentation. As this list evolves, the Customer is invited to consult the list of functionalities supported by Scaleway in the aforementioned Documentation.

Objects and their metadata can be accessed through a standard HTTP API, any SDK compatible with the Amazon S3 protocol, or via the Scaleway Account Management Console interface.

The Object Storage Service's features - including available geographic regions, Bucket configuration options, and storage classes (Standard Multi-AZ, One Zone, or Glacier) - along with applicable pricing, are detailed in the Documentation accessible via the Scaleway Website and Account Management Console.

The Glacier Service is a cold storage class within the Object Storage Service, designed for long-term Objects archiving with restricted access. It is optimized for infrequent data retrieval - typically less than twice annually - and tolerates restoration delays of several hours before data becomes available. Access to Glacier-stored Content requires restoring Objects to the 'standard' storage class beforehand. The Service maintains compatibility with the Amazon S3 protocol.

2.2 Block Storage

Block Storage Service provides “bloc-mode” storage, enabling data storage on Block Volumes. These Volumes can be attached, detached, or deleted from Instances within the same availability zone or managed via Kubernetes Services. Volumes can also exist

independently without being attached to an Instance, and Snapshots of existing Volumes can be created.

The operating mode, limitations and characteristics of the Block Storage Service, such as geographical zones or the type of Block offer, as well as the applicable prices, are described in the Documentation made available to the Client, on the Scaleway Website and in the Account Management Console.

The Client may attach several Volumes to a single Instance, subject to the limitations described in the Documentation. If several Volumes are attached to the same Instance, these Volumes are independent of each other.

However, the Client acknowledges that it is not possible to attach the same Volume to several Instances.

The Customer can create Snapshots from existing Volumes or generate new Volumes using existing Snapshots. Access to Volumes, Snapshots, and their associated Content is provided through Scaleway APIs and the Account Management Console.

2.3 Maintenances

Scaleway may need to perform maintenance operations on the infrastructure used to provide the Services to ensure their operational reliability. These maintenance activities may impact the Service, potentially causing reduced performance or availability below the stated service levels.

Notwithstanding the above, the Client remains responsible for maintaining their entire environment (applications, software, operating systems, etc.) and any third-party solutions deployed on the Services that could lead to service unavailability or data corruption. Additionally, Scaleway advises the Client to avoid including personal, sensitive, or confidential information in resource management elements such as resource identifiers, access rules, or metadata tags.

The Client must also take all necessary measures to mitigate risks associated with maintenance operations, regardless of their origin, including (but not limited to) performing regular data backups

ARTICLE 3. SUBSCRIPTION CONDITIONS OF STORAGE SERVICES

The Client can subscribe, via its Account Management Console, or API, or via the software development kit (SDK) as well as Terraform, to one or more type of Storage Services, among:

- Object Storage Service;
- Glacier Service;
- Block Storage Service.

Before subscribing to the Storage Service, the Client undertakes to review all information provided by Scaleway, including the Documentation, to ensure that the Services, particularly the technical specifications, align with their requirements and use cases.

The Client is responsible for selecting the Service's technical specifications during subscription or later through the Account Management Console or API. In return, Scaleway undertakes to provide the Storage Services in accordance with the Client's order and the technical requirements of the selected Service.

ARTICLE 4. TERMS OF USE OF STORAGE SERVICES

4.1 General provision

Scaleway is responsible for managing and maintaining the infrastructure supporting the Services. However, the Client remains accountable for administering the Service, managing stored/archived/transferred Content, and safeguarding against potential Content loss - whether caused by the Client or Scaleway. The Client must configure security settings for Volumes, Snapshots, Buckets, and Objects according to their specific use cases, and implement regular, geographically distributed backups across multiple servers or over geographically distant zones.

The Client acknowledges that Storage Services are shared resources, which may result in performance fluctuations or temporary feature unavailability depending on overall usage by all Clients. To mitigate this, the Client agrees to notify Scaleway promptly of any sudden, significant changes in usage that could impact global capacity planning—particularly for high-consumption scenarios.

Additionally, Client is advised to use the 'Discard' feature to release unused Blocks in Block Storage, ensuring optimal Service performance for all Clients.

4.2 Scaleway recommendations

To ensure the security and confidentiality of its Content, Scaleway recommends that the Client encrypt its Content, using the technique that the Client deems most appropriate.

4.2.1 Object Storage and Glacier

It is recommended that the Client uses the storage class that aligns with their resilience requirements and use cases. Only the Standard Multi-AZ storage class guarantees durability, resilience, and availability in the event of temporary or permanent data center loss. Content stored in this class is distributed across multiple data centers within the selected region and replicated across different servers by the Client for their Bucket.

The Object Storage Service is designed to handle large volumes of unstructured data while ensuring Object accessibility. However, the Client may encounter functional or performance limitations when listing or processing an extremely high number of Objects within a single Bucket, or when assigning a substantial volume of metadata to a single Object. Therefore, it

is the Client's responsibility to optimize its Bucket data structure and maintain control over its organization.

SLAs are available to guarantee Service availability. However, durability and performance are not covered by contractual guarantees. While the theoretical durability displayed for Object Storage and Glacier Services is 99.999999999% (referred to as "eleven nines of annual durability"), actual durability is not contractually assured. The Client must implement a multi-tier backup policy managed by the Client to safeguard against permanent data loss.

Regarding performance, frequently updated metrics - showing typical latencies and throughput by object size, HTTP method, and region - are available for the Service upon Client request

- **Managing multipart uploads**

The Object Storage Service supports multipart uploads, enabling the transfer of large files or performance optimization for smaller files. It is recommended to use multipart uploads within the limits specified in the Documentation for the number of parts per upload and maximum size per part and per Object.

When a multipart upload is initiated, the Object Storage Service stores the individual parts. The Client acknowledges that the final Object is only assembled once all parts of the upload are fully completed. In other words, if an Object upload is incomplete, the parts cannot be combined, and the Object will not be created. However, unassembled parts remain stored in the Object Storage Service to allow the Client to finalize the upload. These parts are subject to billing unless the Client cancels ("aborts") the upload and deletes them.

- **Versioning feature**

The versioning feature automatically maintains a history of Object versions. Clients are advised to implement versioning alongside strict access controls using IAM and Bucket policies to mitigate risks of accidental data deletion, as Scaleway cannot recover data deleted by the Client.

The Client acknowledges that when versioning is enabled for a Bucket, all previous object versions are stored by default and billed under the same pricing rules as the current version. The Client must also establish any necessary rules for deleting older versions to optimize billing.

- **Setting up Object Lock**

The Object lock feature allows Clients to lock objects and prevent them from being deleted or overwritten according to more or less strict modes of immutability of an Object and for a period set by the Customer.

If the Client applies an immutability rule via Object Lock to Content, the Client is explicitly informed that the configuration mode and chosen duration cannot be modified afterward - by either the Client or Scaleway - for security reasons, even if the Client intends to reduce storage costs associated with the feature configuration.

- **Lifecycle rules**

The Object Storage Service's lifecycle rules can be used to determine data expiration rules, avoiding overcharging for failure to delete incomplete multipart, or for non-optimized use of the various storage classes.

The Client is advised to consult the Documentation for any limitations applicable to these functions.

- **Restore an Object from Glacier**

Under the Glacier Service, stored Objects are listable but cannot be downloaded immediately. To access the Content, the Client must first restore the Objects to the Standard Multi-AZ class of the Object Storage Service if available in the Bucket's region where the restored Content is stored. Otherwise, Content will be restored to the One Zone class with corresponding resilience levels. The restoration time provided in the Documentation is for reference only: the Client explicitly acknowledges that this duration depends on the actual load of the Object Storage Service at the time of restoration and the total Content volume requiring restoration. The Client is responsible for ensuring that the Glacier storage class is not used for "primary" backups or any backups requiring instant accessibility in a disaster recovery plan.

4.2.2 Block storage

Before using the Block Storage Service, it is recommended that the Client ensures the bandwidth of the storage device. The number of input/output operations per second (or 'IOPs') provided as part of the Service is for informational purposes only and is not guaranteed to reach the maximum indicated, as it depends on the type of Instance, the size of the Block selected per operation, and the size of the provisioned volume. In this regard, the Client is encouraged to consult the Documentation to optimize the number of IOPs that can be achieved as part of the Service.

In the event that the Client wishes to increase the size of a Volume, it is strongly recommended to first back up the Content stored on said Volume. It is also necessary that the Volume has been partitioned by the Client.

Creating a Snapshot can be performed in parallel with a backup operation. These two operations are complementary techniques that differ in nature and purpose.

Snapshots created for a Volume are stored in the same data system and within the same geographical zone as the Volume. They are not intended to be used for achieving long-term backups or geographical resilience. In the context of a disaster recovery plan, it is recommended that the Client export these Snapshots to another type of Service (Object Storage or another information system available to the Client) to achieve an optimal level of resilience.

If the Client wishes, on the other hand, to detach a Volume from an Instance, the Client acknowledges that it is necessary to "umount" a Volume from the operating system using the

"umount" command, rather than deleting the Volume. Furthermore, it is recommended to follow the guidelines described in the Documentation to mitigate any risk of Content loss during this operation.

4.3 Prohibited use of the Service

The Client is responsible for deploying the Services in their environment and managing their configuration. The Client bears full responsibility for any consequences arising from non-compliant use of the Storage Services or malfunctions resulting from improper configuration by the Client.

The Client acknowledges that allocating storage space to participate in the Chia blockchain network is not permitted under the terms of the Services.

Notwithstanding any Service suspension scenarios outlined in the General Terms of Service, the Client acknowledges that Scaleway reserves the right to: (i) suspend and/or terminate Storage Services in the event of sudden, intensive, and/or abusive usage that jeopardizes (even temporarily) normal Service operation for all or some other clients; (ii) implement quotas or request limits to safeguard Service availability for other clients.

ARTICLE 5 - TERM AND TERMINATION

5.1 Term

The Specific Conditions herein enter into force on the date the Client subscribes to the Storage Services and remain applicable for the entire duration of their use by the Client.

The Storage Services take effect at the time of their subscription by the Client by the Client in the Account Management Console or via the APIs and remain in force indefinitely until their effective cancellation under the conditions set out below.

5.2 Termination

Termination of the Service corresponds to the Client's action of deleting all its Content as specified below for each Service. Additionally, Scaleway may terminate the Service in accordance with the General Terms of Service.

Prior to any termination, it is the Client's responsibility to take all necessary measures to guard against the risk of Content loss (such as backup measures, transfers, etc.). The Client must therefore ensure that it has retrieved and/or migrated all its Content prior to the termination of their Services. The Client manages all retrieval and/or migration operations for all Content stored as part of the Services provided, Scaleway in no way involved in the implementation and/or scheduling of these operations

5.2.1 Object Storage and Glacier Services

Service termination can be initiated by the Client via the Account Management Console or through the APIs. Termination of the Object Storage Service requires the Client to delete the Buckets, including all Content stored within them, in order to end billing for data storage.

The Client acknowledges that, for operational reasons, they must wait twenty-four (24) hours before they can: (i) consider the Content as being deleted, and (ii) create a Bucket with the same name as the one just deleted when the deletion is carried out using the Account Management Console

5.2.2 Block Storage Service

Termination of the Block Storage Service requires the deletion of all Volumes and Snapshots. Additionally, the Volume must first be detached from any associated Instance to allow its deletion.

- When an Instance is deleted via the Account Management Console, it is the Client's responsibility to choose whether remote Block Storage Volumes should also be deleted.
- When an Instance is deleted via API, all attached Volumes - including Block Storage Volumes - are also deleted.

The Client acknowledges that the deletion of a Snapshot or the erasure of Content on a Volume is not instantaneous but takes effect several hours later, depending on the overall load of the Service.

ARTICLE 6 – FINANCIAL CONDITIONS

6.1 General provisions

The Client acknowledges that depending on the category of Service, technical specifications, data transfer volumes subject to fees, and the underlying regions and/or availability zones selected for the Service, the pricing, payment terms, and billing methods differ and are detailed on the Scaleway Website and within the Account Management Console.

Service usage can be monitored by the Client via the Scaleway "Cockpit" Service available in all regions.

At the end of the subscription month and subsequently at the end of each month during which the Service is used, an invoice is issued and paid via the payment method specified by the Client, with the payment method being the one registered by the Client during account creation. Billing begins from the Service activation date until its effective termination

6.2 Storage Services

6.2.1 Object Storage and Glacier Services

The Object Storage Service is billed hourly based on the terms and prices specified on the Scaleway Website or the Account Management Console, depending on the size of stored Objects, usage duration, and outgoing traffic volume. Note that outgoing traffic to another Scaleway region is chargeable in the same manner as outgoing traffic to the Internet.

The Glacier Service is billed according to the terms and prices specified on the Scaleway Website or the Account Management Console, based on the size of stored Content, usage duration, and the volume of Content restored to the Standard Multi-AZ storage class, when this class is available in the region of the Bucket where the restored Content is stored. Otherwise, the Content will be restored to the One Zone class with corresponding resilience levels.

6.2.2 Block Storage Service

The Block Storage Service is billed hourly based on the terms and prices specified on the Scaleway Website, Documentation, or Account Management Console, depending on the size of the selected Volume or Snapshot, the service tier, and the duration of Service usage.

Exporting Snapshots to Object Storage incurs associated service fees corresponding to the Object Storage Service pricing. Snapshots are exported by default to the Standard Multi-AZ class when available in the selected Bucket's region. Otherwise, storage will be billed under the One Zone class with corresponding resilience levels.