

Software and Service Specific Requirements for Fivetran AI

V3 Effective: August 3, 2026

1. Purpose and Scope

These Software and Service Specific Requirements for Fivetran AI (these “Requirements”) apply to Customers that use artificial intelligence (“AI”)-powered features made available by Fivetran Inc. (“Fivetran”) in connection with the Fivetran Products (collectively, “AI Features”) and supplement the terms of the Master Subscription Agreement or other agreement for Customer’s use of the Fivetran Products and Professional Services (the “Agreement”) entered into between Fivetran and Customer. Unless otherwise indicated, capitalized terms used but not defined herein have the meanings ascribed to them in the Agreement, or if not defined in the Agreement, in the Master Subscription Agreement located at <https://www.fivetran.com/legal> (or such successor URL as may be designated by Fivetran) (the “Website”). By accessing or using the AI Features, Customer agrees to be bound by these Requirements.

Except as modified herein, the Agreement governs use of the AI Features and every reference to the Fivetran Products will be deemed to also refer to the AI Features so that the rights and obligations therein continue to apply. If the AI Features are an experimental, AI-powered service provided on a beta test or similar basis, then such AI Features shall additionally be subject to the trial and pre-commercial feature terms in the Agreement, or if no such terms are in place, then such AI Features shall be subject to the Trial Products and Pre-commercial Features terms in the Master Subscription Agreement located at the Website. Fivetran will inform Customer whether each AI Feature is “experimental,” “beta,” or otherwise pre-commercial, so that Users can readily recognize when they are engaging with such functionality.

2. Use of AI Features

If Customer elects to use an AI Feature, Customer may submit information or data into the AI Feature, including by providing such information or data to any context layer, integration, interface, or other mechanism that supplies information to the AI Feature (“Input”) and receive output prompted by the AI Feature based on Input (“Output”) (together with Input, “AI Content”). To the extent any AI Feature accesses or processes Customer Data as Input, such access or processing is limited to the generation of Output at Customer’s direction and Fivetran’s provision of the AI Features to Customer.

As between Customer and Fivetran, to the extent permitted by law and subject to these Requirements and the Agreement, Customer owns all right, title, and interest in and to the AI Content (excluding any Fivetran Documentation that may be contained therein). Fivetran retains and owns all right, title, and interest in and to (a) the AI Features, Fivetran Products, and Documentation; (b) Anonymized Data (as defined below); and (c) any improvements to the Fivetran Products or the AI Features resulting from the processing of Anonymized Data or any feedback or suggestions regarding the AI Features provided by Customer.

As used herein, “Anonymized Data” means any data and information that is derived or generated from the use or provision of the AI Features that is anonymized and aggregated such that Customer and Customer-designated users cannot be re-identified.

3. Customer Responsibilities - Acceptable Use

Inputs

Customer represents and warrants that Customer has all rights, licenses, and permissions required to provide Input to the AI Features. Customer is solely responsible for Customer's Input. Customer will ensure that Customer's Input will not (i) violate any applicable law or regulation, these Requirements or the Agreement; or (ii) infringe, violate, or misappropriate any of Fivetran rights or the rights of any third party.

Outputs

Outputs are generated through machine learning processes and may be misleading, inaccurate, inappropriate, or reflect bias. Customer is responsible for all decisions, actions, or omissions arising from its use of the AI Features and Outputs, including, without limitation, ensuring compliance with all applicable laws, regulations, and legal requirements related to data protection, intellectual property, and the use of artificial intelligence or machine learning. Customer is responsible for adopting reasonable safeguards—including appropriate human oversight—to prevent the use of Outputs in ways that are unlawful, unsuitable, or infringe upon the rights of others. Outputs are not tested, verified, endorsed or guaranteed to be accurate, complete or current by Fivetran or its providers. Customer acknowledges and agrees that AI Features may generate the same or similar Output for Fivetran or third parties and such responses are not considered Customer's Output. Fivetran may develop products or services that are or may be similar to Customer's Output, and Fivetran exclusively owns all right, title, and interest in and to such products and services, including all associated intellectual property rights.

Customer will indemnify and defend Fivetran and its Affiliates and its and their respective officers, directors, employees, and licensors (collectively, "Fivetran Indemnified Parties") from and against any damages and costs finally awarded against the Fivetran Indemnified Parties or agreed to in settlement by Customer (including reasonable attorneys' fees) in connection with any claims, actions and demands brought by a third party arising from or related to the AI Content.

Acceptable Use

Customer's use of the AI Features is subject to Fivetran [Acceptable Use Policy](#) ("AUP").

4. Model Training and Third Party AI Services

The AI Features rely on pre-trained models. Fivetran will not use AI Content to train, fine-tune, or retrain these models.

AI Features may involve third-party providers (e.g., language models or search-based services), as listed at the following URL:

<https://fivetran.com/docs/trust/privacy#subprocessormanagement>. Fivetran uses providers that are contractually committed to processing data only to fulfill their services and in accordance with terms at least as protective as these Requirements. Customer acknowledges that any Input Customer provides, including any personal data included therein, will be shared with the third party service providers Fivetran engages to enable AI Features, and Customer consents to the personal data Customer includes in any Input being transferred to third parties.

Customer may also use a third-party technology provider (e.g., OpenAI, Anthropic, or other platform or AI models) (each, a "Third-Party Technology Platform") in connection with the AI Features (e.g., through Customer's own AI model provider credentials or keys) ("Third-Party Access"). Such Third-Party Access is provided solely by the applicable Third-Party Technology Platform and Fivetran disclaims all responsibility and liability related thereto. Any data Customer transmits to a Third-Party Technology Platform will be subject to the third party's applicable terms and conditions with Customer and shall not impose any obligations or liabilities onto Fivetran.

5. General Terms

Notwithstanding anything to the contrary in the Agreement, in the event of any conflict between the Agreement (including any terms incorporated therein) and these Requirements, these Requirements shall control for Customer's use of the AI Features. These Requirements may be updated by Fivetran from time to time upon reasonable notice, which may be provided through the Fivetran Product or by publishing an updated version of these Requirements on the Website. If Fivetran does make updates, Fivetran will update the effective date at the top of these Requirements. By using the AI Features or accessing the Website, Customer agrees to the latest version of these Requirements.

6. Contact Us

If Customer has questions about these Requirements, please contact legal@fivetran.com.

If Customer has any questions or concerns about Fivetran use of Customer personal data, please contact privacy@fivetran.com.

History Archived Version

[Software and Service Specific Requirements for Fivetran AI - Effective December 15, 2025](#)

[Software and Service Specific Requirements for Fivetran AI - Effective May 28, 2025](#)