



**Doing Business With**

**Snowflake®**

**The Data Cloud**

## First, we are excited to potentially partner with you to help us further our mission as the data cloud

At Snowflake, we understand the importance of putting customers first - that is one of our core values. Another core value is to **get it done**. We hope you embrace these values too. We created this guide so you understand what we expect from our partners and to describe the process that will get us to signature the fastest.

## We want to quickly and efficiently enter into contracts with our partners

We all want to spend our time innovating for our customers, not sending redlines back and forth. Therefore, we've spent a great deal of time crafting reasonable contract forms that we use with our vendors. We expect any markups you send us to be balanced, reflect current market terms, and meet our requirements in this guide. If you send us documents that meet these requirements, we can quickly move beyond the negotiation phase and start working together. If you don't, the negotiation phase will be needlessly long, taking up valuable time. We select partners with the expectation of creating long-term relationships, but our partners must provide us with solutions, contract terms, and pricing that enable us to best serve our customers.

## At Snowflake, integrity, honesty, and ethical conduct are our North Star

We expect our partners to embrace these principles as well, and to comply with Snowflake's:

1. [Global Code of Conduct and Ethics](#)
2. [Business Partner Standards of Conduct](#)

## Information about Snowflake

Here is information to help you prepare first drafts of contracts:

- Our legal name is **Snowflake Inc.**<sup>1</sup>
- Our principal place of business is at **106 East Babcock Street, Suite 3A, Bozeman, MT 59715**
- Invoices must be sent by email to our Accounts Payable Department for processing
- Business notices must be sent in hard copy to:  
**Snowflake Inc.**  
**106 East Babcock Street, Suite 3A, Bozeman, MT 59715**  
**Attention: [CONTACT NAME, CONTACT DEPARTMENT]**  
With an electronic copy by mail to: **[EMAIL FOR CONTACT]**<sup>2</sup>

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<sup>1</sup> Yes, that's right, there is no comma! If we are using a different entity, or transacting in a different currency, we will provide you with applicable information.

<sup>2</sup> We will provide you with applicable information for business contact.

- Legal notices must be sent in hard copy to:  
**Snowflake Inc.**  
**106 East Babcock Street, Suite 3A, Bozeman, MT 59715**  
**Attention: General Counsel**  
With an electronic copy sent by mail to our designated legal counsel email

## Data, Data, Data

The security and privacy of our customers' data, our partners' data and our own data is a top priority for us. In order to ensure consistent protection of this data:

- All business discussions start with our mutual non-disclosure agreement (MNDA)
- If you are accessing, processing or storing Personal Information (broadly defined) received from or on behalf of Snowflake, you must execute and comply with our standard Data Protection Agreement (DPA)
- If you are accessing, processing or storing Protected Health Information, you must execute and comply with our Business Associate Agreement (BAA)
- If you are accessing, processing or storing any data that Snowflake considers "Sensitive" as determined by Snowflake's Third Party Risk Management Program, you must comply with the security requirements in Snowflake's Software or Service Security Agreement (SSA)
- You will commit to not accessing, using, moving, or copying our data other than as necessary to provide services to us<sup>3</sup>
- You will commit to not "selling" our data (as defined by the California Consumer Privacy Act)
- We expect your company to follow good industry-standard security practices, frameworks, standards (like CIS, ISO, NIST, PCI-DSS), third-party audits and attestations to confirm your adherence to these practices
- If you are providing Personal Information to Snowflake, you must execute and comply with our Controller to Controller (C2C) Vendor Data Protection Agreement (C2C DPA)

The Snowflake Vendor Portal is where we will send questionnaires, assessments and document requests that our Compliance, Legal and Privacy teams review to validate and approve the use of your product and/or services.

- Once engagement begins, we will send an email from our Vendor Portal with login credentials to our point of contact on file
- All requests from the Vendor Portal must be completed to gain approval to do business with us

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<sup>3</sup> Except to comply with a law enforcement request that is (a) duly authorized by proper officials, and (ii) legally valid in form and substance. You will provide us notice prior to complying unless legally prohibited.

- For specific assessments or document requests, you are able to invite and assign these to other members of your company to complete (Such as legal or privacy related requests)
- For any issues with the Snowflake Vendor Portal, reach out to [procurement@snowflake.com](mailto:procurement@snowflake.com)

## Let's work together to make the process efficient

In order for us to get to the finish line quickly, we will both use the following process – anything else will cause delays:

- All contracts must be submitted, reviewed and executed in English
- We will both send documents in unlocked, editable Word format
- We will both use track changes to make our edits
- We will both use comments when we need clarification or a live discussion
- We will both send our edits and comments as soon as possible
- We will both accept all of the other party's edits before making our edits in a clean version using using track changes
- Rinse and repeat (hopefully not often!)

## Let's sign the contract

When we agree contracts are final and ready for signature:

- You will send us the name, title, and email address of the person authorized to sign for your company
- We will prepare .PDF execution versions of contracts and stamp them with Snowflake's Legal stamp
- We will route contracts for electronic signature to our authorized signatory and your authorized signatory (using DocuSign or another electronic signature solution)

## Let it SNOW!

We look forward to a long, successful relationship with you that meets both of our expectations and grows overtime.