

End User License Agreement (EULA) for Zabbix Mobile Application

Last Updated: [September 29th, 2026]

PLEASE READ THIS END USER LICENSE AGREEMENT ("**EULA**") CAREFULLY BEFORE INSTALLING, ACCESSING, DOWNLOADING, OR USING THE SOFTWARE.

BY INSTALLING, DOWNLOADING, ACCESSING, OR USING THE SOFTWARE, YOU AGREE TO BE BOUND BY THIS EULA. IF YOU DO NOT AGREE TO THE TERMS OF THIS EULA, DO NOT INSTALL, ACCESS, OR USE THE SOFTWARE.

1. PARTIES

This EULA is entered into between:
Zabbix SIA, a company incorporated under the laws of the Republic of Latvia, registration No. 40003738045, registered office at Gustava Zemgala gatve 74, Riga, LV-1039, Latvia ("**Vendor**", "**we**", "**us**", or "**our**"),

and

the individual or legal entity installing, accessing, or using the Software ("**User**", "**you**", or "**your**").

2. DEFINITIONS

For purposes of this EULA:

"Mobile App" means the proprietary Zabbix Mobile Application provided by the Vendor.

"Bridge" means the proprietary middleware software component developed by the Vendor and required to facilitate communication between the Mobile App and supported systems. Bridge is our cloud-hosted service that requires no separate installation by User.

"Bridge Adapter" means the proprietary software module installed by the User and used in conjunction with the Bridge to enable interoperability with supported devices, systems, or services.

"Software" means collectively the Mobile App, Bridge, Bridge Adapter, all related updates, patches, enhancements, documentation, and associated proprietary software provided by the Vendor.

"Open Source Software" means software distributed under an open source license, including but not limited to the **open source Zabbix monitoring solution software ("Zabbix OSS")** licensed under the **GNU Affero General Public License Version 3 ("AGPLv3")**.

"Third-Party Software" means software, products, services, libraries, or components not owned by the Vendor.

3. LICENSE GRANT

Subject to your compliance with this EULA, Vendor grants you a limited, non-exclusive, non-transferable, non-sublicensable, revocable license to:

1. install and use the Mobile App on compatible mobile devices;
2. install and use the Bridge Adapter;
3. use the Software solely for your internal business or personal purposes in accordance with accompanying documentation, and with the Acceptable Use Policy.

No ownership rights are transferred to you under this EULA.

All rights not expressly granted are reserved by the Vendor.

4. ACCEPTABLE USE POLICY

4.1 License Restrictions

Except to the extent expressly permitted by applicable law, you shall not:

- a. copy, reproduce, distribute, sell, lease, rent, sublicense, assign, or transfer the Software;
- b. modify, adapt, translate, create derivative works of, or otherwise alter the Software;
- c. reverse engineer, decompile, disassemble, attempt to derive source code from, or otherwise analyze the Software;
- d. remove, alter, or obscure proprietary notices, trademarks, or copyright notices;
- e. use the Software to provide commercial hosting, SaaS, bureau, service provider, or time-sharing services unless expressly authorized by Vendor in writing;
- f. circumvent technical limitations, security mechanisms, authentication systems, or access controls;
- g. perform any security penetration tests or security assessment activities, unless otherwise explicitly authorized by Vendor;
- h. use the Software in violation of any applicable law or regulation, or this Acceptable Use Policy.

4.2 Prohibited Use of the Software

You must not use the Software (a) to violate, or encourage the violation of, the legal rights (including without limitation Intellectual Property Rights) of others; (b) to engage in, promote, or encourage any illegal activity; (c) for any unlawful, invasive, infringing, defamatory, offensive, harmful, or fraudulent purpose; (d) to intentionally distribute viruses, worms, Trojan horses, corrupted files, hoaxes, or other items of a destructive or deceptive nature; (e) to violate security or integrity of any network, computer, communications system, software application, or service (such violations to include without limitation unauthorized access, interception of data or traffic, or falsification of origin); (f) to make connections to any users, hosts, or networks unless you have permission to communicate with them (such network abuses to include without limitation

monitoring or crawling, denial of service attacks, intentional interference, operating open proxies, open mail relays or open recursive domain name servers, or to avoiding system restrictions); (g) to generate, distribute, publish, or facilitate unsolicited or unlawful email or other messages, or promotions or other solicitations of any kind; or (h) for hazardous or mission-critical circumstances or for uses requiring fail-safe performance, or where failure could lead to death, personal injury, or environmental damage, and you further acknowledge that the Software is not designed or intended for such use and Vendor bears no responsibility for any harmful impact resulting from such use.

4.3 Compliance with Laws

You must only use the Software in accordance with applicable laws and government regulations of your country of domicile.

4.4 Review of Use

Vendor may review the your use of the Software to ensure compliance with the Acceptable Use Policy, to discontinue any use by the User of the Software. Vendor may report suspected infringing activities to officials, regulators, or other appropriate third parties, including the disclosure of appropriate information regarding the User.

4.5 Cessation of Non-Compliant Use

If the User becomes aware that its use of the Software does not comply with this EULA, the User must immediately cease its non-compliant use of the Software. The User must immediately comply with any requests of Vendor relating to the ceasing of any non-compliant use of the Software.

4. Relationship with AGPLv3-Licensed Zabbix OSS

The Software may interoperate with the Zabbix OSS, which is distributed under the AGPLv3.

The Mobile App, Bridge, and Bridge Adapter are separate proprietary software products

developed and owned by the Vendor and are licensed exclusively under this EULA. The Vendor intends that the Mobile App, Bridge, and Bridge Adapter operate as independent software components communicating with the Zabbix OSS through documented interfaces, APIs, network protocols, or other interoperability mechanisms.

Nothing in this EULA grants any rights under AGPLv3 with respect to the Mobile App, Bridge, or Bridge Adapter. Likewise, nothing in this EULA restricts any rights granted to users under AGPLv3 with respect to the Zabbix OSS.

6. OWNERSHIP

The Software is licensed, not sold.

The Vendor retains all right, title, and interest in and to the Software, including all:

- copyrights;
- trademarks;
- trade secrets;
- database rights;
- patents;
- know-how; and
- other intellectual property rights.

No intellectual property rights are assigned or transferred under this EULA.

7. SOFTWARE UPDATES AND MAINTENANCE

7.1 Updates

The Vendor may, from time to time and at its sole discretion, develop and release updates, upgrades, patches, bug fixes, security corrections, enhancements, modifications, or new versions of the Software ("**Updates**").

Updates may be provided automatically or may require manual installation by the User.

7.2 Mandatory Updates

Certain Updates may be designated by the Vendor as mandatory, including Updates necessary for:

- security improvements;

- vulnerability remediation;
- legal or regulatory compliance;
- compatibility with supported operating systems, platforms, devices, or services;
- continued functionality of the Software.

The User acknowledges that failure to install mandatory Updates may result in limited functionality, degraded performance, security risks, or inability to use all or part of the Software.

7.3 Maintenance Activities

The Vendor may perform scheduled or unscheduled maintenance activities relating to the Software, including maintenance of services required for operation of the Mobile App, Bridge, or Bridge Adapter.

Such maintenance may temporarily affect the availability or functionality of the Software.

Where reasonably practicable, the Vendor shall provide prior notice of planned maintenance activities.

7.4 No Obligation to Develop New Features

Nothing in this EULA shall be construed as obligating the Vendor to:

- develop new features or functionality;
- issue Updates;
- continue development of any particular feature;
- maintain compatibility with any specific device, operating system, hardware, software, service, or third-party product.

7.5 End of Support

The Vendor reserves the right to discontinue support, maintenance, Updates, or further development of any version of the Software at any time upon reasonable notice. End of support may be effected through powering off the Bridge service that will render the Mobile App inoperable.

The Vendor may designate a version of the Software as "**End of Support**" or "**End of Life**," after which the Vendor may cease providing:

- technical support;
- security Updates;

- bug fixes;
- compatibility updates; and
- maintenance services.

7.6 User Responsibilities

The User is responsible for:

- installing available Updates in a timely manner;
- maintaining compatible hardware, software, and network infrastructure;
- creating appropriate backups before installing Updates; and
- ensuring that any third-party systems integrated with the Software remain compatible.

7.7 Third-Party Components

The Vendor does not guarantee that Updates to the Software will maintain compatibility with:

- third-party software or services;
- hardware devices;
- operating systems.

The maintenance, support, and update policies applicable to third-party software are governed by their respective licensors and are outside the Vendor's control.

8. USER RESPONSIBILITIES

You are responsible for:

- maintaining the security of your devices and systems;
- creating backups of your data;
- complying with applicable laws;
- ensuring compatibility of your devices and operating environment;
- maintaining required network connectivity and infrastructure.

You acknowledge that operation of the Software may depend on third-party systems, hardware, or services.

9. THIRD-PARTY SERVICES

The Software may connect with or rely upon third-party products, software, cloud services, APIs, hardware devices, or operating systems.

Vendor does not control and is not responsible for:

- availability of third-party services;
- performance of third-party products;
- security practices of third parties;
- modifications made by third parties.

Third-party terms may apply separately.

10. PRIVACY, DATA PROTECTION, AND DATA PROCESSING

10.1 Compliance with Data Protection Laws

The Vendor shall process personal data in accordance with applicable data protection laws, including Regulation (EU) 2016/679 (General Data Protection Regulation) ("**GDPR**"), the Latvian Personal Data Processing Law, and other applicable privacy and data protection legislation.

10.2 Processing of Personal Data

The Software may process certain information relating to identified or identifiable natural persons ("**Personal Data**").

The categories of Personal Data processed and the purposes of processing, as well as additional information regarding the Vendor's processing of Personal Data, are available in the Zabbix Mobile App Privacy Policy ("[Privacy Policy](#)"), which forms an integral part of the contractual framework governing use of the Software and may be updated from time to time in accordance with applicable law.

11. SUPPORT

11.1 No Maintenance, Support, or Update Obligations

Unless otherwise agreed in a separate written agreement, Vendor is under no obligation to provide:

- maintenance;
- support services;
- troubleshooting;
- updates;

- bug fixes.

Any support provided is offered on an "as available" basis.

11.2 Separate Support Agreements

If the parties have entered into a separate maintenance, support, subscription, service level, or professional services agreement, the terms of such agreement shall prevail with respect to maintenance and support services to the extent of any inconsistency with this EULA.

12. DISCLAIMER OF WARRANTIES

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE SOFTWARE IS PROVIDED "AS IS" AND "AS AVAILABLE."

THE VENDOR DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING:

- MERCHANTABILITY;
- FITNESS FOR A PARTICULAR PURPOSE;
- NON-INFRINGEMENT;
- ACCURACY;
- SECURITY;
- AVAILABILITY;
- UNINTERRUPTED OPERATION.

THE VENDOR DOES NOT WARRANT THAT:

- THE SOFTWARE WILL BE ERROR-FREE;
- THE SOFTWARE WILL OPERATE WITHOUT INTERRUPTION;
- ALL DEFECTS WILL BE CORRECTED;
- THE SOFTWARE WILL MEET YOUR REQUIREMENTS.

13. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE VENDOR SHALL NOT BE LIABLE FOR ANY:

- INDIRECT DAMAGES;
- INCIDENTAL DAMAGES;

- SPECIAL DAMAGES;
- CONSEQUENTIAL DAMAGES;
- EXEMPLARY DAMAGES;
- LOSS OF PROFITS;
- LOSS OF REVENUE;
- LOSS OF DATA;
- BUSINESS INTERRUPTION;
- LOSS OF GOODWILL.

14. INDEMNIFICATION

You agree to indemnify and hold harmless the Vendor, its affiliates, directors, officers, employees, and contractors from claims, losses, liabilities, damages, and expenses arising from:

- your breach of this EULA;
- your misuse of the Software;
- your violation of applicable laws;
- your infringement of third-party rights.

15. TERM AND TERMINATION

This EULA remains effective until terminated.

Vendor may terminate this EULA immediately if you:

- breach its terms;
- misuse the Software;
- violate applicable law of the Acceptable Use Policy.

Upon termination you must:

- cease all use of the Software;
- remove all installations;
- destroy all copies of proprietary Software in your possession.

Sections intended to survive termination shall remain in effect.

16. TRADE AND ECONOMIC SANCTIONS COMPLIANCE

User will comply fully with all applicable export control and sanctions laws and regulations of any country (including the United States, and the European Union) having competent jurisdiction to ensure that no Software provided under this EULA is: (i)

provided to, routed through, or used for the direct benefit of any party subject to the restriction of a sanctions or export denial list; (ii) used in any country or region subject to comprehensive sanctions; (iii) used for any purpose prohibited under applicable export control and sanctions laws and regulations, including, but not limited to, nuclear, chemical, or biological weapons proliferation; or (iv) for any other use requiring a license or other governmental approval where such authorization has not been obtained. If Vendor determines that User has breached its obligations under this section, becomes subject to sanctions (e.g., person designated under SDN List of the U.S. Department of the Treasury's Office of Foreign Assets Control) or an export denial, or there is a change in applicable sanctions or export control laws that make performance of this EULA impermissible or practically infeasible, Vendor shall have the right to terminate the EULA, if continued performance could result in Vendor being in violation, or subject to negative consequences, under the applicable export control and sanctions laws and regulations. Economic sanctions include (i) restrictions imposed by the Republic of Latvia, the United Nations Organization, and the European Union; (ii) restrictions imposed by the Member States of North Atlantic Treaty Organization, including but not limited to the United States and the United Kingdom, and which are directly applicable in Latvia; (iii) other applicable export controls and trade and economic sanctions.

17. GOVERNING LAW

This EULA shall be governed by and construed in accordance with the laws of the Republic of Latvia, excluding its conflict of law rules.

18. DISPUTE RESOLUTION

Any dispute arising out of or relating to this EULA shall be submitted to the Riga City Court of the Republic of Latvia.

The Riga City Court of the Republic of Latvia shall have exclusive jurisdiction unless mandatory law provides otherwise.

19. SEVERABILITY

If any provision of this EULA is held invalid or unenforceable, the remaining provisions shall remain in full force and effect.

20. ENTIRE AGREEMENT

This EULA constitutes the entire agreement between the parties concerning the Software and supersedes all prior communications and understandings relating to the Software.

21. CONTACT INFORMATION

Vendor

Zabbix SIA

Registration No.: 40003738045

Registered Address: Gustava Zemgale gatve 74, Riga, LV-1039, Latvia

Email: sales@zabbix.com;

legal@zabbix.com

Website: www.zabbix.com