

AI Terms for Camunda Provided LLM

This Amendment for AI Features (this “Amendment”) is between (“Customer,” “You”) and Camunda, and applies to the Camunda-provided LLM feature that You enable via the “enable” toggle in the Camunda console (the “AI Feature”). Do not enable the AI Feature or select the checkbox marking your acceptance, unless (1) you are authorised to accept this Amendment and (2) you intend to be bound by it.

Unless you elect to use your own LLM, this AI Feature uses OpenRouter, Inc. (“OpenRouter”) as a sub-processor to route your requests to an underlying AI model. When you use the AI Feature, prompts, agent memory, and any tool call inputs and outputs, which may include personal data you choose to include, are shared with OpenRouter and the AI model provider selected to serve your request. Only providers that enforce zero data retention (ZDR) are used. The processing location will be the EU. You can learn more by reviewing our documentation.

This Amendment supplements the governing enterprise agreement and/or Order Form between You and Camunda (the “Agreement”). The Agreement continues to apply in full force and effect except as modified by this Amendment. This Amendment is effective upon acceptance (the “Effective Date”). Capitalised terms not defined here have the meaning given in the Agreement. The Parties agree as follows:

1. Precedence of AI terms in the Agreement

Where the Agreement (including any Order Form, addendum or amendment to it) already contains terms governing Camunda’s AI features or services, those terms prevail over this Amendment to the extent of any conflict, and this Amendment applies only to the extent it is not inconsistent with them. This Amendment is intended solely to enable the AI Feature where no such AI terms are otherwise in place.

2. Input and output

The AI Feature uses the content You upload into the Software (“Input”) and may generate output (“Output”). You acknowledge that use of the AI Feature may, in some situations, produce incorrect Output. You should evaluate the accuracy of any Output as appropriate for your use case, including through human review before relying on it.

3. Privacy and data sharing

Unless you use your own LLM, the AI Feature is supported by one or more AI models operated by Camunda’s third-party LLM providers (currently, OpenRouter) and makes available (Camunda’s “AI Service Providers”). You acknowledge and agree that, when You use the AI Feature, Input will be disclosed to the applicable AI Service Providers. Camunda does not by default include user metadata or personal data in requests to the AI models, however, any personal or other data contained in the Input You submit will be included in the request and thereby made accessible to the applicable AI Service Provider.

Camunda warrants that, as required and applicable, it has data processing agreements in place with the relevant AI Service Provider(s) consistent with the requirements of the applicable data processing agreement between the Parties, if any, and that those AI Service Providers do not use Customer data submitted through the AI Feature to train the underlying AI models.

4. Use of Input and Output

As between the Parties, You retain all rights in your Input and Output, and Camunda acquires no ownership interest in your Input, your Output, or your confidential or personal data. Camunda will not use your Input or Output to train AI models.

The foregoing restriction does not apply to Telemetry Data (as defined in the Agreement). You grant Camunda a non-exclusive, worldwide, royalty-free licence to use Telemetry Data to provide, operate, secure and improve the AI Features and the Software, in accordance with the Agreement and applicable law.

First Name	
Last Name	
Email Address	