



SAILPOINT FRAMEWORK AGREEMENT: FAQ

Dear Customer:

Thank you for your interest in SailPoint Offerings. To help you understand the nature of the SailPoint Offerings, and the terms SailPoint offers under its Framework Customer Agreement (“Agreement”), SailPoint has prepared the following FAQ for your quick reference. The FAQ is for your information purpose only. It is neither a part of the Agreement, nor intended to be legally binding between the parties.

FREQUENTLY ASKED QUESTIONS

1. What am I buying?

SailPoint offers SaaS Services and on-premises Software (collectively the “SailPoint Offerings”) and related Professional Services and Training Services (“Other Services”) under the Agreement. SailPoint provides SaaS Services as a subscription and on-premises Software on a term-license basis, with Premium Support included in the subscription and license fees. The SaaS Services are a one-to-many on-line service of general utility. SailPoint continually updates the SaaS Services to the latest version for all customers using them. Customers with an on-premises software license download updates and enhancements as made available by SailPoint. Customers may purchase Professional Services and Training Services from SailPoint (or its partners) to assist with the configuration, deployment, and enablement of the SailPoint Offerings.

2. What is the Agreement for?

The Agreement is an umbrella agreement that contains terms that apply to SailPoint’s provision of all SailPoint Offerings and performance of Other Services for its customers. Once a customer accepts the Agreement, the Agreement will apply to all follow-on purchases without the need to negotiate new terms with SailPoint. The Agreement is specifically drafted to describe how SailPoint does business, and how we operate across our entire enterprise to bring you a best-of-class customer experience. It enables SailPoint to operate at scale by providing standardized terms that reflect SailPoint Offerings, business operations and enterprise level programs. It is designed to be as simple as possible to accelerate the customer journey to using SailPoint Offerings.

3. Will the Agreement apply to me if I purchase SailPoint Offerings through a Partner and/or a Digital Marketplace?

Yes. If you purchase SailPoint Offerings through a Partner and/or a Digital Marketplace, the Agreement will govern your use of the SailPoint Offerings, while your agreement with the Partner and/or the Digital Marketplace will govern their purchase. Any terms agreed to between you and a Partner and a Digital Marketplace that are in addition to the Agreement are solely between you and the Partner and Digital Marketplace, as applicable.

4. **What types of professional services does SailPoint offer for purchase?**

SailPoint Professional Services include configuration and higher-level advisory services (so-called “Expert Services”) to assist a customer in the design, setup, and configuration of the SailPoint Offerings for the customer’s use. We do not create custom code or perform custom development or any types of “work made for hire” as part of our performance of Professional Services.

5. **What kind of personal data does SailPoint process within the SailPoint SaaS Services or as part of Other Services?**

The customer will determine what types of data, including personal data, are loaded into the SaaS Services or accessible to SailPoint during its performance of Professional Services or Training Services. Typically, data shared by a customer with SailPoint for processing in the SaaS Services (and during related Other Services) is limited to business contact type information, such as employee name, title, email, office and/or mobile phone number, office address, manager, role, etc.; entitlement data (enterprise application access and user permissions for employees, contractors and business partners); and technical information, such as IP addresses and geolocation data.

6. **What sensitive categories of personal data will be processed by SailPoint in the SaaS Services?**

SailPoint does not expect sensitive personal data, including special categories of personal data as referenced in Art. 9 GDPR, such as health data, political opinions, religious or philosophical beliefs, trade union membership, race or ethnic origin, sexual orientation, genetic data, biometric data, criminal activity data, financial account number or tax ID number will be loaded in the SailPoint Solutions or provided to SailPoint for any purpose.

7. **How does SailPoint protect my Customer Data?**

SailPoint maintains a robust Data Security Program designed to protect the confidentiality, integrity, and availability of customer data. The comprehensive Data Security Program crosses the organization, and includes the development, performance, and security of the SailPoint Offerings. The SailPoint Security Program is located at https://docs.sailpoint.com/wp-content/uploads/SailPoint-Data-Security-Program-v2022MAY04.pdf?_gl=1*31jg6b*_ga*MzU5MDY2MjY5LjE2NTI3NzcwOTQ.*_ga_SS72Z4HXJM*MTY2NjY2OTU2Ny4zNS4xLjE2NjY2NzA3NTMuNjAuMC4w&_ga=2.80342046.828490968.1665988026-359066269.1652777094 and includes access and user controls, encryption, threat and vulnerability detection, incident response, and many more SailPoint practices, procedures and policies designed to protect all data within SailPoint’s possession and control. SailPoint offers independent third-party verification of SailPoint’s security controls protecting its customers data through SailPoint’s certification process: industry-recognized independent third-party auditor’s annual reports confirm that SailPoint meets ISO 27001 security standards as an organization and certify SailPoint’s SaaS Services as having effective Service Organization Control 2 (SOC 2) Type 2 controls.

8. **Why can’t my company’s security requirements be a part of the Agreement?**

We are not able to agree to each customer’s security requirements within our SaaS Services’ multi-tenant environment. Our SaaS Services run on the **same platform across all customers and offer the same functionality, levels of service, support, and information security and data protection to every**

customer equally. Every customer enjoys the benefits of SailPoint's industry-leading Data Security Program which covers all customers without variation. For more information about how SailPoint protects your Customer Data, refer to SailPoint's Data Security Program located under Associated Documentation at <https://www.sailpoint.com/legal/customer-agreements/>.

9. Does SailPoint offer Termination for Convenience of a SaaS Subscription or Term Software License?

No. SailPoint does not offer termination for convenience for several reasons: (1) pricing for SailPoint Offerings is based on a multi-year, fixed term that reflects SailPoint's business model; and (2) we make our infrastructure investments and resource decisions based on every customer's firm commitment to pay the fees applicable to the entire multi-year subscription or license term.

10. Will SailPoint permit a customer to audit SailPoint?

SailPoint is a multi-tenant SaaS Services provider with over 2000 customers. It is not practical to host on-site customer audits for our customer base. Further, every customer audit involves exposing our systems and security measures to a third party. Thus, to prevent an administrative burden on our limited resources and to better maintain the security of our SaaS Services and our facilities, we prefer not to host on-site customer audits unless required by law. As an alternative, we can provide you with a copy of our annual ISO 27001 and (SOC 2) Type 2 Report(s) issued by our independent third-party auditors for your records. If you are subject to a regulator's requirement to audit SailPoint, you may subscribe to SailPoint's Customer Security Audit Program which specifically outlines the scope and timeline of permitted audits, the terms governing how you conduct an audit, and the associated fees.