



Global Privacy Compliance

As a world-class identity security solutions provider, we consider data privacy and security paramount to everything we do. We recognize that when our customers choose our solutions, they trust us to protect and manage any personal information they may share with us. Not only is it important to maintain our customers' trust with respect to data privacy, but protecting personal information is just the right thing to do.

SailPoint has offices and employees in different countries and recognizes that many of our customers do too. We know that our customers may have questions about other countries' privacy laws and their obligations under such laws. We view compliance with privacy laws as a shared partnership and are committed to assisting our customers with their compliance obligations. In this vein, we aligned our privacy practices with the European Union's (EU) General Data Protection Regulation (GDPR), which is widely accepted as the world's most comprehensive and stringent privacy law. We adhere to international data privacy laws as described by the GDPR and maintain our [U.S./EU Privacy Shield Certification](#).

With the vision of simplifying our customers' compliance obligations under the ever-evolving constellation of international privacy laws, we carefully crafted a multi-jurisdictional and scalable Data Processing Addendum (DPA) for our customers. Our DPA offers all of our customers industry-standard data privacy protections and confirms our commitment to data protection principals. [Our DPA](#) is accessible online and includes, among other things: (i) an obligation for SailPoint to process such data only in accordance with our customers' documented lawful instructions; (ii) a commitment to assist customers in responding to the exercise of rights by individuals whose personal data is processed by customers using our services; (iii) provisions requiring us to ensure our personnel are subject to binding contractual obligations with us to keep information confidential; (iv) obligations regarding our use of sub-processors engaged in the processing of customer personal data; (v) information about our data security program; (vi) personal data breach notification commitments; and (vii) details regarding our obligations related to the return and deletion of customer data. Our DPA also details the robust and comprehensive



[technical measures and controls](#) we maintain internally to secure our services and protect our customers' data.

With respect to any obligations our customers may have under the privacy laws of additional jurisdictions, we are here to support our customers to the extent we can. Our customers control what data is loaded into our solutions, and from where, and are the data "controllers" as defined by various global privacy regimes. SailPoint, on the other hand, acts at the instruction of customers to provide the agreed-upon services and is therefore the "processor." To the extent our customers process data in various countries around the world and transfer data out of such countries, any obligations to abide by the privacy laws of those countries rests with the customer, not SailPoint. SailPoint cannot confirm that our customers act or do not act in compliance with any particular laws – privacy or otherwise.

We take pride in knowing that our products help our customers achieve privacy and data security compliance. Our identity security solutions assist customers across all of their organization's enterprise applications by helping to ensure that only authorized users have access to specific resources and data. We are honored to have a part in fostering data protection across the globe and look forward to helping you on your compliance journey.