Customers and Community (Social Capital Policy Statement)

Data Privacy

We are committed to honoring individuals' rights to privacy

Our commitment to honoring individuals' rights to privacy and to the protection of personal data is reflected in the way we design and configure our products and services and the way we conduct our business.

- We are transparent about the data we collect and how we use it
- We process personal data solely as needed to operate, monitor, and improve our products and services, and to comply with our legal obligations.
- We do not sell or share personal data
- Our data privacy program is designed to comply with all applicable privacy laws in the jurisdictions in which we operate
- We train all employees on privacy annually, with additional training based on employees' roles

Data Protection

We understand how critical data protection is to business operations

Information security is a crucial element of our company culture, and a fundamental feature in our products and services.

- We design our products and services to support our customers' compliance obligations through a shared responsibility model
- We apply a "Defense-in-Depth" approach to data security
- We adopt best practices from frameworks such as the National Institute of Standards and Technology (NIST) Cybersecurity Framework and others to manage our information security program to protect Informatica and our customers' data security and privacy

Product Security

Our information security program is designed to earn and maintain trust

The principles that govern our information security program include that we:

- Maintain a safe, secure, and compliant ecosystem for customer data
- Provide ourselves and customers a trustworthy environment to conduct business
- Consistently maintain applicable security controls, certifications, and regulatory compliance
- Focus efforts and resources to achieve security and privacy by design across data governance, infrastructure, applications, supply chain, incident response and training
- Enable safe and secure innovation that is validated by globally recognized third-party auditors against a variety of globally recognized compliance standards, including SOC1, SOC2, SOC3, FedRAMP, UK Cyber Essentials, HIPAA/HITECH, and more

Digital Inclusion

We are dedicated to data democratization

By enabling our customers to better consolidate, distribute and consume data, we help them save time, uncover more insights, and make better decisions. We are committed to developing technologies so that data democratization can help our customers broaden access to the power of data to, for example:

- Support remote workers such as people whose health conditions, impairments or household circumstances call for working from home
- Enable persons who may have less technical know-how to work with data comfortably and to feel confident discussing and making data-informed decisions
- Help create more open access to data among individuals in environments that have limited resources in order to support the diversification of research
- Allow managers to use more data-driven insights on their human capital to build teams that improve diversity and inclusion efforts, and improve business outcomes
- Permit powerful data to be shared with people in disadvantaged communities to facilitate their own analytics and decision-making about priorities and community solutions

Philanthropy, Volunteerism and Youth Education

We donate to and support a variety of initiatives in our communities

Through our volunteer programs, youth education and philanthropic efforts we make a positive impact in the communities where we live and work. All employees are encouraged to share their experiences, talents, and other resources with schools, nonprofits, and other organizations. We endorse volunteering opportunities to help address local and global challenges such as access to education, housing and food insecurity, environmental restoration, and other causes for the public good, fundraising and community involvement. We encourage our employees to:

- Participate in our existing volunteer opportunities and charitable programs
- Use our experience and skills to support youth education in local communities
- Identify and promote opportunities to support local communities and habitats through the appropriate contribution of company time and available resources
- Encourage everyone to join in by supporting a variety of charitable activities and create ways to participate to enable our employees to volunteer and donate to causes that matter to them and Informatica
- Inspire our employees to give their time and donate when and how they may comfortably do so
- Support internship programs to provide young people with practical experience and attract a broader pool of future candidates to Informatica
- Participate in community outreach projects to generate awareness in young people of Informatica's business to show how STEM education enables rewarding STEM-related careers
- Encourage more women and underrepresented minorities to enter and succeed in technology careers

Where data & AI come to LIFE™

Informatica (NYSE: INFA) brings data and AI to life by empowering businesses to realize the transformative power of their most critical assets. When properly unlocked, data becomes a living and trusted resource that is democratized across your organization, turning chaos into clarity. Through the Informatica Intelligent Data Management Cloud™, companies are breathing life into their data to drive bigger ideas, create improved processes, and reduce costs. Powered by CLAIRE®, our AI engine, it's the only cloud dedicated to managing data of any type, pattern, complexity, or workload across any location — all on a single platform.

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