



## PROCESSOR BINDING CORPORATE RULES

### I. INTRODUCTION

As a global leader in enterprise cloud data management, Informatica LLC, Informatica Ireland EMEA UC, and the subsidiaries listed in Appendix A (together the “**Informatica Group**”) is committed to honoring individuals’ rights to respect for private and family life and to the protection of personal data. This commitment is embraced throughout the Informatica Group, from our boards of directors to each employee, and is reflected in the way we design and configure our products and services and the way we conduct our business. These Processor Binding Corporate Rules (“**BCR**”), by addressing measures to provide adequate protection for the transfer and processing of personal data by the Informatica Group as a data processor on behalf of its customers, together with the verification by the Informatica Group on a regular basis of such supplementary measures as may reasonably be required, examples of which are outlined at Appendix E, are an important part of that commitment. These BCR will be available and easily accessible to data subjects on the Informatica Group’s external website at <https://www.informatica.com/legal.html>.

All entities that comprise the Informatica Group, and all employees of such entities, are required to comply with the BCR.

These BCR were developed to satisfy the standards set forth in the European Union General Data Protection Regulation (Regulation (EU) 2016/679) (“**GDPR**”). They will be available on the Informatica Group’s external website at <https://www.informatica.com/legal.html>, and will be referenced in its contracts with Customers.

### II. DEFINITIONS

Terms in these BCR will be interpreted consistent with the GDPR. The following terms used commonly throughout the BCR will have the following meanings:

‘personal data’ means any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

‘processing’ means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

"competent supervisory authority" is the public authority responsible for supervising the application of GDPR in the relevant European Union member state.

'controller' means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by European Union ("EU") or EU member state law, the controller or the specific criteria for its nomination may be provided for by EU or EU member state law.

'data exporter' means a controller (or, where permitted, a processor) established in the European Union that transfers personal data to a data importer.

'data importer' means a controller or processor located in a jurisdiction outside of the European Economic Area that receives personal data from a data exporter.

'data protection' for the purpose of these BCR means the protection of personal data in accordance with the provisions of the GDPR, including as to how such data is collected, processed and / or transferred.

'processor' means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.

'Customer' means a business or other legal entity with which a member of the Informatica Group has entered into or undertaken a contract or other legal act which incorporates these BCR, and pursuant to which the member provides the business with goods or services that involve processing Customer Data. In other words, a Customer is a business or other entity with respect to which an Informatica Group member acts as a processor.

'Customer Data' means personal data processed by an Informatica Group member on behalf of a Customer pursuant to a contract or other legal act.

### **III. SCOPE**

#### **A. Organizational Scope**

The BCR bind and apply to all processing of Customer Data by, and all transfers of Customer Data among, the entities comprising the Informatica Group. A complete list of entities comprising the Informatica Group and the jurisdictions in which they are established is provided in Appendix A.

#### **B. Geographic Scope**

The BCR apply to all transfers and processing of Customer Data by and among the Informatica Group worldwide.

#### **C. Substantive Scope**

The BCR apply to the Informatica Group's transfer and processing of Customer Data. Informatica Group entities transfer and process Customer Data to develop, provide, maintain, support, and

protect the Informatica Group's products and services; to assist Customers in responding to data subject requests (e.g., regarding the currency and accuracy of data being processed about them); and to comply with legal obligations.

For some Informatica Group products, the personal data processed is limited to contact information of Customer users and customers, including name and email address. However, in most cases, the type of personal data which are processed as Customer Data are determined by each relevant Customer, depending on the nature of the Customer's business. Customer Data may include special categories of personal data depending on the nature of business of the Customer and personal data they may collect. Informatica Group entities transfer and process Customer Data for the purposes of the provision of its services to the Customer and may rely on third-party service providers to process Customer Data in support of one or more of these purposes.

The Informatica Group complies with separate controller BCR when transferring or processing the personal data relating to the Informatica Group's employees or business contacts.

#### IV. DATA PROTECTION PRINCIPLES

As set forth in greater detail in Section V, Data Protection Safeguards, the Informatica Group complies with, or helps and assists Customers in complying with, the following data protection principles, set forth in the GDPR, when transferring or processing Customer Data:

***Lawfulness, fairness, and transparency*** -- personal data shall be processed lawfully, fairly and in a manner that is transparent to the data subject;

***Purpose Limitation*** -- personal data shall be collected for specified, explicit and legitimate purposes and processed only in a manner that is compatible with those purposes;

***Data Minimization*** -- personal data shall be adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;

***Accuracy*** -- personal data shall be accurate and, where necessary, kept up to date, and personal data identified as inaccurate shall be erased or rectified without delay;

***Storage Limitation*** -- personal data shall be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; and,

***Integrity and confidentiality*** -- personal data shall be protected using appropriate technical or organizational measures against unauthorized or unlawful processing and against accidental loss, destruction or damage.

#### V. DATA PROTECTION SAFEGUARDS

## A. Lawfulness

The Informatica Group processes Customer Data pursuant to a contract or other legal act with a Customer (inclusive of terms which reflect the requirements of Article 28 of the GDPR and through which these BCR will be made binding) and consistent with applicable EU and EU member state data protection laws (“**Applicable Law**”). The Informatica Group helps and assists Customers ensure that Customer Data is processed lawfully by processing Customer Data only as instructed by the Customer and consistent with Applicable Law. The Informatica Group respects the instructions of its Customer, the controller, regarding the data processing and implements the security and confidentiality measures provided by the controller in the contract or other legal act.

To the extent that applicable local data protection laws require a higher level of protection, the Informatica Group provides the level of protection required by applicable local laws. If an Informatica Group member determines that a legal requirement in a non-EU country is likely to have a substantive adverse effect on (i) its compliance with these BCR or a contract agreed with the Customer (which reflects the requirements of Article 28 of the GDPR and through which these BCR will be made binding with regard to the Customer as controller) (a “**Customer Agreement**”); or its ability to fulfill the instructions of the controller then that member will promptly report the issue to the relevant designated data protection representative, who will in turn promptly notify it to Informatica Ireland EMEA UC, the Global Head of Privacy and the relevant controller. The Informatica Group will also report the issue (including details of the data requested, the requesting body and the legal basis for the disclosure) to the Informatica Group member’s competent supervisory authority and shall use reasonable efforts to ensure that it is reported to the controller’s competent supervisory authority by the controller. If the legal requirement involves direct access or a valid legally binding request for the disclosure of Customer Data by a public authority, including law enforcement or national security authority, the Informatica Group member will promptly notify and keep informed the relevant designated data protection representative, who will in turn promptly notify it to Informatica Ireland EMEA UC, the Global Head of Privacy and the relevant controller of the request. In so doing, the Informatica Group member provide information about the personal data requested, the requesting authority, the legal basis for the request and the response provided. The Informatica Group member acting as importer will document all relevant information with respect to the legal requirement including any legal advice received from counsel within that jurisdiction on the request received, and will provide the minimum amount of information that is permissible when responding to the legal requirement, such as a request for disclosure, based on its reasonable interpretation of the request.

The Informatica Group member will challenge and / or appeal a decision relating to a legally binding request for information if, after careful assessment, it concludes that there are reasonable grounds to consider that the request is unlawful. The Informatica Group member shall not disclose Customer Data pursuant to a legal requirement, until it is required to do so under the applicable local law. The Informatica Group member will document its legal assessment and any challenge to a legal requirement involving a request for disclosure and, to the extent permissible under the destination country’s laws, make the documentation available to Informatica Ireland EMEA UC, the Global Head of Privacy and the relevant controller of the request. It shall also make this information available to the competent supervisory authority upon request.

If the legal requirement involves a legally binding request for the disclosure of Customer Data by a law enforcement or national security authority and the Informatica Group member is prohibited from reporting to the controller, to Informatica Ireland EMEA UC, and to the competent supervisory authority, it shall use best efforts (taking into account the reasonable prospects of success) to obtain a waiver of the prohibition in order to promptly communicate to the controller and competent supervisory authority as much information as it can as soon as possible and document such efforts.

If the member cannot obtain a waiver despite such best efforts, it will preserve the information (meaning all relevant details of the personal data requested, the requesting authority, the legal basis for the request and the response provided) for the duration of the contract and it will annually provide all relevant information relating to the request and waiver to the competent supervisory authority. The Informatica Group member will seek to make disclosures to law enforcement or national security authorities specific, proportionate, and consistent with what is appropriate in a democratic society. Transfers of personal data to public authorities cannot be massive, disproportionate and indiscriminate in a manner that would go beyond what is necessary in a democratic society.

The Customer Agreement or associated service level agreement shall include the commitments to be taken in the service level agreement as specified in WP 257.

## **B. Transparency & Fairness**

The Informatica Group assists Customers in meeting their obligations to be transparent with and fair to the data subjects whose Customer Data they process by providing Customers with information regarding the Informatica Group's and its sub-processors' processing of Customer Data. The Informatica Group's contracts with Customers set out, as relevant and required by Applicable Law, the subject-matter and duration of the processing, the nature and purpose of the processing, and the type of Customer Data and categories of data subjects.

Where applicable, the Informatica Group also provides Customers with information regarding international data transfer and sub-processing activities.

The Informatica Group also assists Customers in complying with Applicable Law by maintaining and making available to Customers appropriate records regarding the Informatica Group's and its sub-processors' processing of Customer Data on behalf of Customers.

## **C. Purpose Limitation**

The Informatica Group processes Customer Data only on behalf of its Customers and in compliance with their written instructions, including those reflected in its contracts with Customers, including with regard to transfers of Customer Data to a third country (unless required to do so by EU or EU member state law to which the Informatica Group is subject, in which case the Informatica Group will notify the Customer unless prohibited from doing so by the relevant legal requirements). When the Informatica Group cannot or can no longer comply with Customers' written instructions, the Informatica Group promptly notifies Customers of the manner or degree to which it is unable to comply with such instructions, in which case the Customer is entitled to suspend the transfer of Customer Data and / or terminate the contract. On termination,

the Informatica Group will delete or return the Customer Data, unless EU or EU member state law requires the Informatica Group to retain the Customer Data for storage purposes (in which case the Informatica Group will continue to comply with its obligations of confidentiality and make no further transfer of the Customer Data).

#### **D. Data Minimization & Accuracy**

The Informatica Group helps and assists Customers in their efforts to ensure data minimization and data quality. In particular, the Informatica Group and its sub-processors process Customer Data only for the purpose of performing the processing services. The Informatica Group and its sub-processors also execute necessary measures appropriate to the processing services requested by Customers to update, correct, delete, or anonymize Customer Data, to the extent required by Applicable Law, and attempt to communicate regarding such update, correction, deletion, or anonymization to each entity to which the Informatica Group has disclosed Customer Data.

#### **E. Storage Limitation**

Following the conclusion or termination of the processing of Customer Data on behalf of a Customer, the Informatica Group deletes or returns to the Customer all existing copies of Customer Data within the Informatica Group's possession, in accordance with its Retention Policy, unless Applicable Law requires that the Informatica Group continue to store such Customer Data. In such instances, the Informatica Group informs the Customer of the requirement for continued storage of the Customer Data, maintains the confidentiality of the Customer Data, and ceases active processing (including any sub-processing) of the Customer Data.

#### **F. Data Protection by Design & by Default**

The Informatica Group has established appropriate technical and organizational measures and integrated safeguards into its processing to implement the data protection principles in an effective manner and to protect the rights and freedoms of data subjects (“**data protection by design**”). The Informatica Group has also implemented appropriate technical and organizational measures for ensuring that only Customer Data which are necessary for a specific, legitimate purpose are processed and that any default settings or parameters are designed with data protection in mind (“**data protection by default**”).

#### **G. Integrity & Confidentiality**

The Informatica Group processes Customer Data in a manner designed to ensure that it is appropriately secured. In particular, the Informatica Group implements appropriate organizational, physical, and technical measures to protect against unauthorized or unlawful processing and against accidental loss, destruction, or damage. Such measures include, as appropriate, pseudonymization and encryption of Customer Data. Such measures are designed to meet the requirements of Applicable Law.

In the event of unauthorized or unlawful processing, or accidental loss, destruction, or damage, of Customer Data, the Informatica Group will notify the Customer without undue delay after becoming aware of such an incident. The Informatica Group will also implement any particular measures set forth in the contract with the controller and will notify the controller of any data

breach affecting Customer Data the Informatica Group is processing on the controller's behalf. Sub-processors appointed by Informatica will notify Informatica, which will in turn notify the Customer, in each case without undue delay, in the event of unauthorized or unlawful processing, or accidental loss, destruction, or damage, of Customer Data at the sub-processor.

## H. Data Subject Rights

When requested to do so by Customers and taking into account the nature of the processing of Customer Data, the Informatica Group assists Customers by appropriate technical and organizational measures, insofar as possible and appropriate, in fulfilling Customers' obligations to respond to requests for the exercise of data subjects' rights, including:

- **The right of access** – the right to receive a copy of their personal data processed by the Informatica Group, subject to certain exemptions such as the protection of the rights and freedoms of third parties (and a reasonable fee may be applicable for such access requests by a data subject);
- **The right to rectification** – the right to correct or supplement personal data if that data is incomplete or incorrect;
- **The right to erasure** – the right to have the personal data erased where the data subject's consent has been withdrawn or the applicable lawful basis for processing no longer applies;
- **The right to restriction of processing** – the right to restrict the processing of personal data where the data subject has: made an objection to the processing; contested the accuracy of the data; where the processing is unlawful; or where the data subject requires the data for the purpose of a legal claim; and
- **The right to data portability** – where processing of the personal data is carried out by automated means and on the basis of the data subject's consent or a contract, data subjects may be entitled to obtain their personal data in a format that makes it easier to re-use the information in another context, and to transmit this data to another data controller without hindrance.

The Informatica Group has implemented a centralised email account ([privacy@informatica.com](mailto:privacy@informatica.com)) for data subject requests. Any data subject request received via an alternative means will be re-directed by the relevant Informatica employee to the centralised email account without undue delay. On receipt, each request will be logged and triaged by a dedicated Informatica team (the "**Triage Team**"). If a data subject to whom Customer Data relates makes a request regarding his / her rights to the Informatica Group, the Triage Team will refer the data subject, or transmit the request, to the Customer without complying with the request.

The Informatica Group also assists Customers as appropriate in responding to data subject inquiries and complaints. Complaints in relation to the Informatica Group's handling of any data subject rights under the BCR will be handled in accordance with Section VII.B below.

## **I. Sub-processing within the Informatica Group**

An Informatica Group member providing processing services to a Customer pursuant to a contract or other legal act will permit other members of the Informatica Group to process Customer Data relating to that Customer only with the prior, informed written consent of the Customer. If the Customer provides a general consent, the Informatica Group member providing the processing services will provide timely notice of any additional or replacement members of the Informatica Group not within the scope of the general consent that are to be permitted to process Customer Data, so that the controller has the possibility to object to the change or to terminate the contract before the data are communicated to the new sub-processor.

## **J. Onward Transfer & Sub-processing**

The Informatica Group may transfer onward Customer Data to a sub-processor only where (i) having assessed the law and practices in the third country of destination applicable to the processing, including any legal requirements to disclose personal data or measures authorising access by public authorities, it concludes it is not prevented from fulfilling its obligations under these BCR; and (ii) it has obtained the prior written consent of the Customer.

In undertaking an assessment, account will be taken of the specific circumstances of the transfers or set of transfers, and of any envisaged onward transfers within the same third country or to another third country, including:

- purposes for which the data are transferred and processed;
- entities involved in the processing;
- sector in which the transfer or set of transfers occur;
- categories and format of personal data transferred;
- location of the processing including storage; and
- transmission channels used.

The Informatica Group will document appropriately such assessment as well as relevant contractual, technical or organisational safeguards to be put in place to supplement the safeguards under the BCR, examples of which are outlined at Appendix E, and shall make such documentation available to the competent supervisory authority on request.

If, having satisfied (i), the Informatica Group will transfer Customer Data onward for sub-processing only with the prior, informed written consent of the Customer. If the Customer provides a general consent, the Informatica Group will provide timely notice of any additional or replacement sub-processors not within the scope of the general consent, so that the controller has the possibility to object to the change or to terminate the contract before the data are communicated to the new sub-processor.

With respect to all sub-processors, the Informatica Group requires by a contract or other legal act that such sub-processor meet no less onerous obligations with respect to the processing of Customer Data as the Informatica Group is required to meet by its contract with the Customer, including without limitation with regard to further sub-processing, security of processing, transfers of personal data to third countries, data subject and Customer third party beneficiary rights and co-operation with supervisory authorities. The Informatica Group remains fully liable to its Customers in the event that a sub-processor fails to fulfill its data protection obligations.

## **K. Accountability**

In addition to the safeguards outlined in this Section V and in Sections VII.A and VII.C below, and its information provision and audit obligations as set out in the contract or other legal act with a Customer, the Informatica Group maintains written records of its processing activities that meet the requirements of Article 30 of the GDPR. The Informatica Group, prior to processing, also carries out data protection impact assessments for processing operations when required to do so, and will assist the Customer in complying with its obligations under Article 35 of the GDPR taking into account the nature of the Customer Data and the information available to the Informatica Group. The Informatica Group shall immediately inform the relevant Customer if, in its opinion, a Customer instruction infringes Applicable Law.

Informatica Group members acting as data exporter in an EU Member State shall monitor, on an ongoing basis, and where appropriate in collaboration with Customers or Sub-Processors, developments in third countries to which Customer Data has been transferred that could affect the assessment of the level of protection afforded and the decisions taken accordingly on such transfers.

## **VI. THE BINDING NATURE OF THE BCR**

### **A. Informatica Group Members, Employees**

All members of the Informatica Group, and all employees of any such member, respect and comply with the BCR and any instructions regarding data processing contained in the contract or other legal act with Customers. These BCR are legally binding upon Informatica Group members and employees.

### **B. Customers**

These BCR are made binding toward Customers through a specific reference to them in the contract or other legal act between a Customer and an Informatica Group member. Customers may enforce these BCR against any member of the Informatica Group that violates the BCR with respect to their Customer Data and, in the event that the member responsible for such violation is outside the EU, against Informatica Ireland EMEA UC, the EU headquarters and designated EU entity with delegated responsibilities for the BCR, for that member's breach of these BCR or of the Customer Agreement, or of any sub-processing agreement between the Informatica Group member and a sub-processor outside the EU which is not bound by these BCR. The violating member or Informatica Ireland EMEA UC shall be responsible for and agree to take the necessary action to correct or remedy and pay compensation for any damages arising out of such violation.

## **C. Data Subjects' Third-Party Beneficiary Rights**

### *i. Data Subject Third Party Beneficiary Rights*

In the event that any data subject cannot bring a claim against a Customer because the Customer, and any successor entity that may have assumed the Customers' legal obligations, has factually disappeared or ceased to exist in law or has become insolvent, these BCR recognize the right of data subjects to enforce these BCR as third-party beneficiaries against the Informatica Group where their personal data is processed by the Informatica Group pursuant to these BCR. The relevant data subjects have a right as third-party beneficiaries to enforce against the Informatica Group compliance with:

- Section IV, Data Protection Principles;
- Section V, Data Protection Safeguards;
- Section VI, Binding Nature of the BCR;
- Section VII.B, Complaint Handling; and
- Section VIII, Duty to Cooperate with Customers and Data Protection Authorities

Where requirements at stake are specifically directed against a member of the Informatica Group as processor in accordance with the GDPR, relevant data subjects have a right as third-party beneficiaries to enforce directly against the Informatica Group compliance with:

- Section V.A, Lawfulness;
- Section V.C, Purpose Limitation;
- Section V.G, Integrity and Confidentiality;
- Section V.I, Sub-processing within the Informatica Group;
- Section V.J, Onward Transfer & Sub-processing;
- Section VI, Binding Nature of the BCR;
- Section VII.B, Complaint Handling; and
- Section VIII, Duty to Cooperate with Customers and Supervisory Authorities.

As part of that enforcement, relevant data subjects may lodge a complaint with an appropriate data protection authority (being the supervisory authority of the EU member state of (i) the data subject's habitual residence, (ii) the data subject's place of work, or (iii) the place of alleged infringement, at the data subject's option) or court of competent jurisdiction (being the courts where (i) the EU member of the Informatica Group responsible for the violation has an establishment, or (ii) where the data subject has his / her habitual residence, at the data subject's option) against the EU member of the Informatica Group responsible for such violation or against Informatica Ireland EMEA UC, the EU headquarters and designated EU entity with delegated responsibilities for the BCR. It is at the option of the relevant data subject whether to raise a complaint with either a supervisory authority, a court of competent jurisdiction, or both. These BCR will be available and easily accessible to data subjects on the Informatica Group's external website at <https://www.informatica.com/legal.html>.

## *ii. Allocation of Responsibility within the Informatica Group*

A data subject, where their personal data is processed by the Informatica Group pursuant to these BCR, may, as specified above, enforce the above provisions of these BCR against any member of the Informatica Group that violates these BCR, and in the event that a member responsible for a violation of these BCR is outside the EU, against Informatica Ireland EMEA UC, the EU headquarters and designated EU entity with delegated responsibilities for the BCR

If an Informatica Group member outside the EU violates the BCR, the courts or other competent authorities in the EU will have jurisdiction and the relevant data subject will have the rights and remedies against Informatica Ireland EMEA UC as if the violation had taken place by Informatica Ireland EMEA UC in Ireland. Informatica Ireland EMEA UC may not rely on a breach by a sub-processor (internal or external of the group) of its obligations in order to avoid its own liabilities.

The relevant Informatica Group member may be liable for any damage suffered by a relevant data subject as a result of an Informatica Group member's violation of any of the Sections set forth above. The Informatica Group shall have the burden of proof to demonstrate that it is not liable for damage suffered by a relevant data subject as a result of the violation of the Sections set forth above. If a violation of the Sections set forth above is established, the Informatica Group will undertake any corrective measures and be liable for any appropriate sanction and any damage suffered by the relevant data subject as a result of the violation.

Without prejudice to the rights of the relevant Informatica Group member against the Customer, if a violation of the Sections set forth above is established, the data subject shall be entitled to receive compensation for the entire damage directly from that Informatica Group member.

## **VII. COMPLIANCE WITH THE BCR**

### **A. Employee Compliance, Training & Awareness Raising**

The Informatica Group has developed a comprehensive set of policies and standards that implement the BCR throughout Informatica Group. Informatica Group's policies and standards require compliance by all Group employees and provide for disciplinary measures in the event of non-compliance up to and including termination of employment.

The Informatica Group provides appropriate training on the requirements of these BCR and Applicable Law to personnel that have permanent or regular access to personal data and who are involved in the collection of personal data or in the development of tools used to process personal data. The Informatica Group also makes its internal data protection policies and procedures available to all employees on its company intranet. The general counsel or designated officer with primary responsibility for data protection communicates with the Informatica Group's workforce, as appropriate, regarding changes in the Informatica Group's policies and procedures, or in Applicable Law and best practices, as they relate to data protection.

### **B. Complaint Handling**

The Informatica Group has established a procedure for the receipt and processing of complaints regarding its processing of Customer Data. The Informatica Group will communicate all such

complaints without delay to the Customer with primary responsibility for responding to the particular complaint. If the Customer has disappeared factually, ceased to exist, or becomes insolvent, the Informatica Group will handle any such complaints in accordance with the Informatica Group's Business Contact Data Complaint Handling Standard attached at Appendix D.

A data subject who has a complaint, relating to the processing of their personal data by the Informatica Group pursuant to these BCR, may contact Informatica Ireland EMEA UC, the EU headquarters and designated EU entity with delegated responsibilities for the BCR. See Section XI "*Contact Details*" below for additional contact information.

### **C. Auditing Compliance**

The Informatica Group implements a regular auditing program designed to ensure compliance with these BCR. This program sets the global minimum standard for conducting such audits. All employees involved in conducting such audits must comply with this standard. The Informatica Group's data protection council, being a sub-committee of the corporate compliance committee (which is a senior executive committee), will be responsible for implementing this auditing program. An audit shall be conducted no less than once every two years which will assess compliance with these BCR. Each individual audit may not cover all aspects of these BCR, but the Informatica Group shall ensure that all aspects are monitored at appropriate regular intervals in the audit cycle. The Informatica Group's Common Standard for Data Protection Audits is provided in Appendix B.

### **D. Data Protection Representatives**

The Informatica Group has identified the Global Head of Privacy to act as a liaison between the highest level of management and processing personnel in each member of the Informatica Group and to assist in monitoring compliance with these BCR by that member. The Informatica Group's general counsel and/or Global Head of Privacy with primary responsibility for data protection act as a resource and point of contact for, and communicate regularly with, the data protection representatives, who report to them.

The Global Head of Privacy shall inform and advise the highest level of management of and deal with supervisory authorities' investigations, and shall also monitor and report annually on compliance at a global level. Designated data protection representatives for each member of the Informatica Group shall deal with local complaints from data subjects, report major privacy issues to the Global Head of Privacy, and monitor compliance at a local level.

As part of this role, a designated data protection representative for a member of the Informatica Group will:

- To the extent supplementary measures or safeguards in addition to those envisaged under the BCR must be effected, propose supplementary measures or safeguards to the Global Head of Privacy;

- Promptly liaise with Informatica Group’s general counsel and/or Global Head of Privacy in relation to identifying appropriate measures (e.g. technical or organisational measures to ensure security and confidentiality) to be adopted by the Informatica Group to enable them to fulfil their obligations under the BCR, where required.
- Notify the Global Head of Privacy, if an Informatica Group member has reason to believe that an Informatica Group member cannot fulfil its obligations under this BCR.
- Assess safeguards for the transfer of Customer Data and if required suspend the transfer or set of transfers impacted by the assessment.
- Liaise with the Informatica Group’s general counsel and/or Global Head of Privacy, to inform all other Informatica Group members of assessments undertaken and supplementary measures adopted or, suspension of transfers.

Data protection representatives may be contacted directly by data subjects using the centralised email address ([privacy@informatica.com](mailto:privacy@informatica.com)) – and the relevant representative will handle any such communications as appropriate. Informatica Group will ensure that these contact details remain published on its website.

## **VIII. THE DUTY TO COOPERATE WITH CUSTOMERS & DATA PROTECTION AUTHORITIES**

### **A. Duty to Cooperate with Customers**

The Informatica Group cooperates with Customers to assist them in complying and demonstrating compliance with Applicable Law. The Informatica Group provides to Customers in a timely manner such information and assistance as is reasonably possible and appropriate in light of the nature of the processing. The Informatica Group will immediately inform the Customer if in its opinion a processing instruction by the Customer to the Informatica Group infringes the GDPR or other Applicable Law.

### **B. Duty to Cooperate with Data Protection Authorities**

The Informatica Group also cooperates upon request with data protection authorities competent for the relevant controller, including by submitting relevant data processing facilities and activities for audit by a competent Data Protection Authority (“DPA”) and implementing the advice of a competent DPA regarding the requirements of these BCR and Applicable Law and abiding by the decisions of a competent DPA on any issue related to these BCR.

The Informatica Group has established an internal privacy officers network (the “PON”). The local member of the PON will liaise with the relevant DPA, with input and support as necessary from the designated officer with primary responsibility for data protection for the Group and the Group data protection sub-committee (the “DPS”). For cross-border processing issues, the designated officer with primary responsibility for data protection will liaise with the lead DPA, with support from the relevant local members of the PON and the DPS.

## **IX. PROCEDURES FOR CHANGING THE BCR**

The Informatica Group may, from time to time, need or want to update these BCR to reflect, *inter alia*, changes in the regulatory environment, the company structure, or the types of services and features offered. When the Informatica Group makes such a change or update, it will follow the procedures for recording and reporting such updates set forth in Appendix C.

#### **X. ONGOING OBLIGATIONS**

In the event that a non- EU member of the Informatica Group ceases to be part of the Informatica Group or to be bound by these BCR, non- EU member of the Informatica Group will continue to apply the requirements of these BCR to the processing of any personal data transferred to it by means of these BCRs unless, at the time of leaving the Informatica Group or ceasing to be bound by these BCR, that non- EU member of the Informatica Group has deleted or returned all such personal data to a member of the Informatica Group which remains bound by these BCR.

#### **XI. CONTACT DETAILS**

Informatica Ireland EMEA UC (registration number 566503) is the EU headquarters of the Informatica Group and the designated EU entity with delegated responsibilities for the BCR. Its principal office is located at:

Informatica Ireland EMEA UC,  
Fifth Floor, 1 Windmill Lane,  
SOBO District,  
Dublin 2,  
Ireland

Informatica Ireland EMEA UC can be contacted by emailing [privacy@informatica.com](mailto:privacy@informatica.com). Details of other members of the Informatica Group may be found at Appendix A.

## Appendix A

### List of Entities in the Informatica Group

INFA entities that will be bound by BCR and jurisdiction in which established:	Company Address and Number	Functions
<ul style="list-style-type: none"> <li>• Informatica Inc.</li> </ul>	2100 Seaport Boulevard Redwood City CA 94063 United States TAX ID FEIN: 47-4330154	Parent entity listed on the New York Stock Exchange
<ul style="list-style-type: none"> <li>○ Informatica LLC (US)</li> </ul>	2100 Seaport Boulevard Redwood City CA 94063 United States FEIN: 77-0333710	<ul style="list-style-type: none"> <li>✓ Research and Development</li> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Product Management</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ I.D.I. Informatica Integration Ltd. (Israel)</li> </ul>	121 Dvora Haneviah Street Kiryat Atidim, Building #8, 29th Floor Tel Aviv 6158101 Israel Company no: 512905936	<ul style="list-style-type: none"> <li>✓ Research and Development</li> <li>✓ Customer Services, Finance and Operations</li> <li>✓ Product Management,</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Development Ltd (UK)</li> </ul>	Suite 4, 7th Floor 50 Broadway London United Kingdom SW1H 0DB Company no: 0569560	<ul style="list-style-type: none"> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Software Ltd. (UK)</li> </ul>	Suite 4, 7th Floor 50 Broadway London United Kingdom SW1H 0DB Company no: 03352679	<ul style="list-style-type: none"> <li>✓ Research and Development</li> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>○ Informatica Ireland EMEA UC (Ireland)</li> </ul>	1 Windmill Lane, Sobo District Dublin 2 Ireland Company no: 566503	<ul style="list-style-type: none"> <li>✓ Research and Development</li> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Product Management</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Japan KK (Japan)</li> </ul>	Level 26 Atago Green Hills MORI Tower 2-5-1 Atago, Minato-Ku Toyko 105-6226 Japan Company no: 2011101046292	<ul style="list-style-type: none"> <li>✓ Research and Development,</li> <li>✓ Finance and Operations,</li> <li>✓ Marketing,</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Business Solutions Private Ltd. (India)</li> </ul>	No. 66/1, Bagmane Commerz 02 Bagmane Tech Park, C V Raman Nagar Bangalore 560 093 India	<ul style="list-style-type: none"> <li>✓ Research and Development</li> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Product</li> <li>✓ Management Sales</li> </ul>

	Company U72200KA2003PTC031642	no:	
<ul style="list-style-type: none"> <li>▪ Informatica Software Ltd. (Canada)</li> </ul>	1741 Lower Water Street, Suite 600 Halifax NS B3J 0J2 Canada Company no: 3012256		<ul style="list-style-type: none"> <li>✓ Research and Development</li> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ IS Informatica Software LTDA (Brazil)</li> </ul>	Av. Das Nações Unidas, 12901 Torre Norte, terceiro andar (N-302) São Paulo 04578-000 Brazil Company no: 04.869.651/0001-73		<ul style="list-style-type: none"> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Software de Mexico S. A. de C.V. (Mexico)</li> </ul>	c/o G.A. Asesores en Administracion, S.C. (Accountants) Boulevard Del Centro, No. 26 -14 Col. Boulevares, C.P. 53140 Naucalpan, Edo. De Mexico C.P. 53140 Mexico Company no: ISM071012-3Q0		<ul style="list-style-type: none"> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Australia PTY Ltd (Australia, with a branch office in New Zealand)</li> </ul>	Level 5 255 George Street Sydney NSW 2000 Australia ACN Company no: 114300686		<ul style="list-style-type: none"> <li>✓ Research and Development</li> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica S.E.A. Pte. Ltd (Singapore)</li> </ul>	2 Shenton Way #18-01 SGX Centre I 068804 Singapore Company no: 200607626M		<ul style="list-style-type: none"> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Software Ltd. (Hong Kong)</li> </ul>	Units 1106-1107, 11/F Berkshire House, 25 Westlands Road Quarry Bay Hong Kong Company no: 913204		<ul style="list-style-type: none"> <li>✓ Research and Development</li> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Taiwan Co. Ltd. (Taiwan)</li> </ul>	11F, No. 1 Song Zhi Road Xinyi District Taipei 11047 Taiwan Company no: 27993679		<ul style="list-style-type: none"> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Data Integration Iberica S.L. (Spain)</li> </ul>	C/ Jose Echegaray 8 Edificio 3 Bajo 3 Rozas de Madrid Spain Company no: ESB62198247		<ul style="list-style-type: none"> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica France S.A.S. (France)</li> </ul>	Tour CB 21 16 Place de l'Iris 92400 Courbevoie France Company no: FR48421340076 421340076		<ul style="list-style-type: none"> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Sales</li> </ul>

<ul style="list-style-type: none"> <li>▪ Informatica GmbH (Germany)</li> </ul>	<p>Ingersheimer Str. 10 D-70499 Stuttgart Germany Company no: 99107/04411</p>	<ul style="list-style-type: none"> <li>✓ Research and Development</li> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Sp.z.o.o. Polska</li> </ul>	<p>ul. Kamienna 21 31-403 Kraków Poland Company no: 0000256448</p>	<ul style="list-style-type: none"> <li>✓ Research and Development</li> <li>✓ Finance and Operations</li> <li>✓</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Software DMCC (Dubai)</li> </ul>	<p>Reef Tower Jumeirah Lake Towers PO Box 115 738 Dubai United Arab Emirates Company no: JLT1898</p>	<ul style="list-style-type: none"> <li>✓ Customer Services</li> <li>✓ Marketing</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Nederland B.V. (Netherlands)</li> </ul>	<p>Oval Tower, De Entrée 99-197 (9th floor) 1101 HE AMSTERDAM Netherlands Company no: 30148155</p>	<ul style="list-style-type: none"> <li>✓ Research and Development</li> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Software (Schweiz) GmbH (Switzerland)</li> </ul>	<p>City Center Stockerhof Dreikönigstrasse 31A CH-8002 Zürich Switzerland Company no: CHE-108.542.239</p>	<ul style="list-style-type: none"> <li>✓ Customer Services</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Software Italia S.R.L.(Italy)</li> </ul>	<p>Piazza della Repubblica 14/16 20124 Milano Italy Company no: 05804300969</p>	<ul style="list-style-type: none"> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Software Nederland B.V. (Netherlands)</li> </ul>	<p>Oval Tower, De Entrée 99-197 (9th floor) 1101 HE Amsterdam Netherlands Company no: 30148155</p>	<ul style="list-style-type: none"> <li>✓ Research and Development</li> <li>✓ Customer Services</li> <li>✓ Finance and Operations</li> <li>✓ Marketing</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Software Pty Ltd (South Africa)</li> </ul>	<p>9 Kinross Street Germiston South Gauteng 1401South Africa Company no: 2011/128121/07</p>	<ul style="list-style-type: none"> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Sweden AB (Sweden)</li> </ul>	<p>Grev Turegatan 30, 11438 Stockholm Sweden Company no: 556793-1091</p>	<ul style="list-style-type: none"> <li>✓ Customer Services</li> <li>✓ Marketing</li> <li>✓ Sales</li> </ul>
<ul style="list-style-type: none"> <li>▪ Info Corp. Portugal Unipessoal Lda. (Portugal)</li> </ul>	<p>Building Amoreiras Square Rua Carlos Alberto da Mota Pinto n° 17 3rd Floor A, Amoreira 1070-313Lisboa Portugal Company no: PT507752422</p>	<ul style="list-style-type: none"> <li>✓ Customer Services</li> </ul>
<ul style="list-style-type: none"> <li>▪ Informatica Belgie BVBA (Belgium)</li> </ul>	<p>Brusselstraat 51 2018 Antwerpen Belgium</p>	<ul style="list-style-type: none"> <li>✓ Customer Services</li> <li>✓ Research and Development</li> <li>✓ Sales</li> </ul>

	Company number no: 0472.109.292	
▪ INFA Denmark ApS	Lyskær 3C, 2. 2730 Herlev Denmark Company no: 43280910	✓ Sales
▪ Informatica Software Services de México, S. A. de C.V.. (Mexico)	c/o G.A. Asesores en Administracion, S.C. (Accountants) Boulevard Del Centro, No. 26 -14 Col. Boulevares, C.P. 53140 Naucalpan, Edo. De Mexico C.P. 53140 Mexico Company no: ISS071012-NE6	✓ Sales
▪ Privitar Limited (UK with France branch office)	Salisbury House Station Road Cambridge CB1 2LA Company no: 09305666	✓ Research and Development Sales
▪ Privitar, Inc. (US)	200 Portland Street Boston, MA 02114 FEIN: 37-1881002	✓ Research and Development Sales
▪ Privitar Polska sp. z.o.o. (Poland)	ul. TOWAROWA, nr 28, lok. kod 00-839, poczta WARSZAWA, kraj POLSKA	✓ Research and Development Sales

## **Appendix B**

### **Common Standard: Data Protection Audits**



## **Common Standard: Data Protection Audits**

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## Purpose

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Informatica recognizes and respects the data protection and privacy rights of its employees and all parties with which it does business. Informatica conducts regular audits to raise awareness regarding its privacy and data protection practices and examine its policies, procedures, systems, and records in order to assess its compliance with applicable privacy and data protection laws (including without limitation, those of the EU and EU member states and the Informatica processor and controller binding corporate rules (where applicable)) and other aspects of Informatica's policies, standards and procedures. This procedure sets the global minimum standard for conducting such data protection audits.

## Scope

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This procedure applies to all Informatica employees.

## Standard Details

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### 1 Data Protection Council Oversight

The data protection council, being a sub-committee of the corporate compliance committee (which is a senior executive committee), ("**Council**") will meet regularly or on specific request from the Global Head of Privacy to establish an audit plan and schedule designed to result in a regular, no less than once every two years, thorough examination of Informatica's data protection policies, procedures, systems, and records, Informatica's Binding Corporate Rules (including methods of ensuring that corrective actions will take place), and Informatica personnel's general awareness regarding its data protection obligations. Audits will focus on the processing and flow of personal data into, within, and out of Informatica and may be structured around one or more particular data processing principles (e.g., purpose limitation or data minimization) relating to the processing of personal data. In determining the scope and subject matter of the audit, the Council will take into account, among other factors, areas that involve high risk processing or special categories of personal data, areas with respect to which remedial or corrective action has recently been undertaken, areas that have been the subject of data subject complaints or concerns, areas in which guidance or additional best practices have recently become available, and prior audits conducted with the objectives of regularity and thoroughness in mind. Informatica's Processor and Controller Binding Corporate Rules will be audited on a regular basis and no less than once every two years. Each individual audit may not cover all aspects of the BCRs but the Council shall ensure that all aspects are monitored at appropriate regular intervals in the audit cycle.

For each audit, the Council will determine the scope of the audit, identify the controls and standards against which to audit and delegate responsibility for conducting the audit. The Council and the Global Head of Privacy will receive a final report of each audit. The Council will be responsible for considering the implementation of appropriate improvements and remedial actions. Such improvements and remedial action identified as a result of each audit will, as appropriate, be shared with the board of the relevant Informatica group member and disseminated through the Informatica group including (where relevant) by way of employee training and through Informatica's internal privacy officers network. Where appropriate, the results of an audit may be communicated to the boards of Informatica US and Informatica Ireland, which are the parent entities of all Group subsidiaries.

## **2 Audit Parameters**

For the purposes of this standard, an audit is a systematic and independent inspection and examination to determine whether activities within the defined scope of the audit involving the processing of personal data are carried out in accordance with Informatica's policies and meet the requirements of applicable laws (including without limitation, applicable EU or EU member state laws).

## **3 Audit Objectives**

In addition to ordinary audit objectives, data protection audits will have the following objectives:

- Raise awareness and increase understanding among Informatica personnel regarding Informatica's data protection obligations and practices;
- Determine how Informatica's resources and assets are managed to meet data protection standards and achieve implementation of the data protection principles;
- Verify that there is a formal, documented, up-to-date data protection system (i.e., policies, procedures, practices, and personnel) in place;
- Detect irregularities, system weaknesses, or inadequate practices regarding Informatica's handling and processing of personal data;
- Identify risks of possible non-compliance with or contravention of applicable laws; and,
- Recommend changes, enhancements, remedial actions, and best practices to improve Informatica's compliance with the policies and applicable laws.

## **4 Audit Methodology**

The Council will ensure that all audits are independent and follow effective audit methodologies that it has previously found effective and may consider the use of a combination of questionnaires, document reviews, process and procedure inspections, technical tests, interviews, and site visits.

## **5 Audit Reports**

### **5.1 Draft Reports**

The Council will, when appropriate, delegate responsibility for producing a draft audit report that contains requests for further clarification or confirmation of facts or practices. The Council will provide the audited office, business unit, or other entity with the draft report and request that it provide clarification and confirmation as necessary and give it an opportunity to submit its own views of the areas and practices assessed in the audit.

### **5.2 Final Reports**

The Council will delegate responsibility for generating a final report as the official record of the audit. Each final report shall contain a description of the scope of the audit, the methodology or methodologies employed, an overall conclusion, findings, and recommendations. At the Council's request, a meeting may be called at which the personnel responsible for conducting the audit may provide a briefing on the audit. Where, and to the extent, appropriate, Informatica will also make available to relevant Customers an abridged version of the final report, or an appropriate summary or portion of a final report that relates to Informatica's processing of personal data as a data processor on behalf of its Customers, subject to appropriate confidentiality obligations being agreed by the relevant Customer. Informatica will also make appropriate final reports available to competent data protection authorities upon request.

## **6 Investigative Audits**

In addition to the planned audits described above, the Council or Informatica's legal department may, as appropriate, request additional investigative audits in response to particular complaints, reports, or incidents suggesting an area of high risk or potential non-compliance. Such audits will employ the methodologies and seek to achieve the objectives described above on an expedited basis.

Upon request, Informatica may also provide the competent data protection authorities with copies of the final reports of such audits. In the event that the competent data protection

authorities carry out their own data protection audits, all concerned affiliates and Informatica personnel will support and cooperate with the competent authorities in their conduct of such audits. Informatica will abide by and seek to implement faithfully the advice and recommendations of the competent data protection authorities regarding issues presented by such audits.

## **7 External Audits**

Informatica will allow relevant data processing activities to be audited upon the request of a Customer on a schedule mutually agreed upon by Informatica and the Customer. Informatica will also allow relevant data processing activities to be audited by a competent supervisory authority upon the request of such authority.

## **Compliance**

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### **Enforcement**

All employees must comply with this standard. Questions regarding how the standard applies, or what it requires in a specific context, should be directed to Informatica's legal department. Violation of this standard may result in disciplinary action, up to and including termination of employment.

### **Training**

Informatica will develop and provide to pertinent employees training regarding this standard.

### **Record-Keeping**

Informatica will maintain adequate and where necessary, up to date records to demonstrate compliance with this standard.

## **Modifications to the Standard**

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Informatica reserves the right to modify this standard, for example, to comply with changes in laws, regulations, Informatica's practices, procedures and organizational structure or requirements imposed by data protection authorities. Changes to the standard shall be applicable on the effective date of implementation. Informatica will provide notice of material changes in accordance with its internal notice procedures.

**Document Control and Revision History**

Date	Participants	Scope
[REDACTED]	[REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
4/30/2023	Joe Bracken	V1.4 Annual review. Minor changes.

## **Appendix C**

### **Procedures for Changing the BCR**

#### **A. Authorizing a Change**

Any change or update to these BCR must be authorized by the general counsel, in consultation with the designated officer with primary responsibility for data protection.

#### **B. Recording Changes, Maintaining Records**

The Informatica Group's designated officer with primary responsibility for data protection will keep track of and record any updates to the BCR. Such officer will maintain all past and current versions of the BCR, together with records reflecting the date each change was made. Such versions and records will be made accessible to Customers, competent DPAs, and relevant data subjects.

#### **C. Reporting Changes**

The Informatica Group reports as set forth in this section changes to the BCR to all group members, to competent DPAs, and to Customers. The Informatica Group reports changes to group members by communication to the designated data protection representative for each Informatica Group member.

##### **1. Reporting Changes to Customers**

Except as otherwise provided in this subsection, substantial changes will be reported to Customers via email and via a notice on the Informatica Group's external website at <https://www.informatica.com/legal.html>. Where a change affects the processing conditions associated with services being provided to a Customer, the Informatica Group will report a change to that Customer sufficiently in advance of the change going into effect that the Customer has the possibility of objecting to the change or terminating its contract with the Informatica Group before the change goes into effect.

##### **2. Reporting Changes to DPAs**

The Informatica Group will report (i) any changes to the BCR which would affect the level of protection afforded under the BCR or significantly affect the BCR, promptly via the competent DPAs and (ii) any other changes to the BCR or to the list of Informatica Group members via the competent DPAs on an annual basis, inclusive of an explanation for the updates.

#### **D. Maintaining Compliance**

The Informatica Group will not transfer Customer Data to a new member of the Informatica Group under these BCR until the new member is effectively bound by the BCR and is compliant with their terms.



## **Appendix D**

### **Business Contact Data Complaint Handling Standard**



# **Business Contact Data Complaint Handling Standard**

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## Purpose

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Informatica is committed to protecting the privacy of its Business Contacts in accordance with applicable law (including without limitation, those of the EU and EU member states and the Informatica Group Controller Binding Corporate Rules (where applicable)). This standard sets the global minimum standard for handling complaints from Business Contacts about the processing of Business Contact Data.

## Scope

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This standard applies to all Informatica employees and should be read in conjunction with Informatica's Business Contact Data Internal Privacy Policy and associated standards. Please refer to the Business Contact Data Internal Privacy Policy for definitions of any capitalized terms used in this standard.

## Standard

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Informatica has established an escalation process designed to ensure that Business Contacts have an effective, readily-available means of raising, and receiving a prompt reply to, their questions, concerns or complaints about the processing of Business Contact Data. Business Contacts may also lodge complaints with a supervisory authority or through the courts.

## Standard Details

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### 1 Process

#### 1.1 Making a Complaint

Business Contacts can raise questions or concerns or lodge complaints regarding Informatica's processing of Business Contact Data by emailing [privacy@informatica.com](mailto:privacy@informatica.com) or by writing to Informatica at Informatica EMEA Headquarters, Informatica Ireland EMEA UC, (Fifth Floor), 1 Windmill Lane, SOBO District, Dublin 2, Ireland. Business Contacts can also raise a concern directly with their primary business contact at Informatica, who will initiate a formal review process by referring the concern to [privacy@informatica.com](mailto:privacy@informatica.com). Nothing in this standard impacts on a Business Contact's right to lodge a complaint with a supervisory authority or through the courts.

#### 1.2 Legal Department Review

Informatica's legal department will review Business Contacts' complaints regarding Informatica's use, collection, and/or retention of Business Contact Data to ensure that the processing of

Business Contact Data is consistent with Informatica's data protection policies, standards, and procedures. In particular, the legal department will confirm that the Business Contact Data collected is limited to the degree practicable to accomplish the legitimate purpose(s) for which the data is processed.

Informatica's legal department will endeavor to respond to a complaint within one month of the date the complaint is received. Where Informatica's legal department does not respond to the complaint within this timeframe, the Business Contact has the right to lodge a complaint to the competent supervisory authority, a court of competent jurisdiction, or both (see External Escalation below). If the complaint is too complex to allow a response within one month, that period may be extended by two additional months where necessary. Informatica's legal department will inform the Business Contact concerned of any such extension within one month of receipt of the request, together with the reasons for the delay. If the complaint is rejected, Informatica's legal department will inform the Business Contact within one month of receipt of the complaint of its reasons for not taking action and the possibility available to the Business Contact of lodging a complaint to the competent supervisory authority, a court of competent jurisdiction, or both (see External Escalation below). The complaint is deemed to be closed on the date Informatica issues its final response to the Business Contact concerned.

Where a complaint is considered as justified: Informatica will (i) take necessary action to correct or remedy the issue; and (ii) be liable for any appropriate sanction and material or non-material damage suffered by the Business Contact as a result in accordance with the Informatica Group Controller Binding Corporate Rules.

## **2 External Escalation**

If a Business Contact's complaint regarding Informatica's processing of Business Contact Data is not resolved, the Business Contact may register the complaint with a competent supervisory authority (being the supervisory authority of the EU member state of (i) the Business Contact's habitual residence, (ii) the Business Contact's place of work, or (iii) the place of alleged infringement, at the Business Contact's option). The legal department will notify the Business Contact of this right to register a complaint. The Business Contact may also lodge a claim with a court of competent jurisdiction (being the courts (i) where the EU member of the Informatica Group responsible for the violation has an establishment, or (ii) where the Business Contact has his / her habitual residence, at the Business Contact's option).

It is at the option of the Business Contact whether to raise a complaint with either a supervisory authority, a court of competent jurisdiction, or both.

### 3 Recording Complaints

Informatica will document formal customer concerns or complaints regarding the processing of Business Contact Data, including the substance of the concern or complaint, the steps taken to respond to it, and the response to the request.

#### Compliance

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##### **Enforcement**

All employees must comply with this standard. In particular, the legal department must receive and process inquiries, concerns, and complaints as described herein and seek to resolve them consistent with Informatica's data protection policies, standards, and procedures. Questions regarding how this standard applies, or what it requires in a specific context, should be directed to Informatica's legal department. Failure to comply with this standard may result in disciplinary action, up to and including termination of employment.

##### **Training**

Informatica will develop and provide to pertinent employees training regarding this standard.

##### **Record-Keeping**

Informatica will maintain adequate and where necessary, up to date records to demonstrate compliance with this standard.

##### **Audits**

To help ensure compliance with this standard, Informatica, in accordance with its audit program, will review Business Contact Data processing activities and practices on a regular basis. Informatica will, where necessary, establish and implement a corrective action plan designed to help ensure and improve compliance with this standard.

#### Modifications to the Standard

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Informatica reserves the right to modify this standard, for example, to comply with changes in laws, regulations, Informatica's practices, procedures and organizational structure or requirements imposed by data protection authorities. Changes to the standard shall be applicable on the effective date of implementation. Informatica will provide notice of material changes in accordance with its internal notice procedures.

### Related Policies, Standards and Procedures

- Business Contact Data Internal Privacy Policy

### Document Control and Revision History

Date	Participants	Scope
[REDACTED]	[REDACTED]	[REDACTED]
4/30/2023	Joe Bracken	V16 – annual review.

## Appendix E

### Supplementary Measures

#### Supplementary Measures – Transfers in Informatica Group

The Informatica Group, when transferring personal data internally to other Informatica entities, has put in place the following supplementary measures, where necessary to supplement the safeguards under the BCR:

##### *Technical Measures*

In accordance with Informatica Group's Global Security Office's 2021 Data Security & Protection Standards, all personal data are classified "Restricted" and require confidentiality terms before sharing, encryption at storage and at rest, and labelling. The Standards and the Information Security Policy outline details including data handling requirements and controls, access controls, labeling, disclosure, shipping and handling, destruction and disposal, physical security, and cryptography.

##### *Contractual Measures*

Informatica Group's Interaffiliate Data Processing and Transfer Agreement requires each data importer to make all commitments required under the standard contractual clauses approved by the European Commission, including for clarity the obligation to be liable for damages it causes, submitting itself to jurisdiction of the competent supervisory authority, a warranty that the laws and practices in the destination do not prevent it from fulfilling its obligations, and an obligation to review and notify the data exporter of legally binding requests for personal data transferred.

##### *Organizational Measures*

In accordance with Informatica Group's Interaffiliate Data Processing and Transfer Agreement, the data importer commits to organizational measures to safeguard European personal data, including measures to prevent retrieval of personal data from disposed or reused media, proper management of personal data security incidents, least privilege access control for personal data, a security awareness and training program for all personnel, and a business continuity and disaster recovery program.