

This Data Security Exhibit ("**Exhibit**") applies in addition to any existing Master Services Agreement, similar subscription agreement, or End User License Agreement (collectively, the "**Agreement**") between Apttus Corporation ("**Conga**") and the customer that is a party to such Agreement ("**Customer**"). In the event of any conflict between this Exhibit and the Agreement, this Exhibit shall prevail to the extent of any inconsistency. In the event of any conflict between this Exhibit and any Order executed hereunder, this Exhibit shall prevail to the extent of any inconsistency, except with regard to any provision of any Order that specifically identifies a conflicting provision of this Exhibit and states that the conflicting provision of this Exhibit does not prevail. All capitalized terms, if not otherwise defined herein, shall have the meaning set forth in the Agreement.

Conga may amend this Exhibit from time to time by posting an amended version at its website and sending Customer notice thereof (an email to Customer's project sponsor shall be deemed sufficient in this case). Such amendment will be deemed accepted and become effective thirty (30) days after such notice (the "**Proposed Amendment Date**") unless Customer first gives Conga written notice of rejection of the amendment. In the event of such rejection, this Exhibit will continue under their original provisions, and the amendment will become effective at the start of Customer's next term following the Proposed Amendment Date. Customer's continued use of the services purchased hereunder following the effective date of an amendment will confirm Customer's consent thereto. This Exhibit may not be amended in any other way except through a written agreement by authorized representatives of each party.

## **1. Definitions.**

**"Security Incident"** means the reasonable suspicion of, discovery by, or notice to, Customer or Conga that:

- (a) Customer Data has been disclosed, accessed or obtained by an unauthorized person;
- (b) systems have been compromised; or
- (c) a person has threatened the unauthorized disclosure, access to or obtaining of any Customer Data.

**"Law(s)"** means all laws, regulations, ordinances, rules and orders of any court or government body.

**"Personnel"** means employees and contractors who perform activities in connection with the handling of Customer Data.

**"Personal Information"** is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context.

## **2. General Obligations.**

Conga agrees to maintain a comprehensive data security program that contains administrative, technical and logical safeguards designed to protect the confidentiality, integrity, and availability of Customer Data and protect it from disclosure, improper alteration, or destruction. The measures implemented and maintained by Conga for the Subscription Services will be subject to annual certification of compliance with ISO 27001.

### **2.1 Risk Assessment and Treatment.**

As part of an annual ISO 27001 certification, Conga maintains a risk assessment program pertaining to the treatment and handling of Customer Data that has been approved by management, and has been communicated to all employees.

### **2.2 Access Controls.**

(a) Customer has the ability to limit access to the Subscription Services to authorized Personnel to prevent unauthorized access to Customer Data.

(b) Subscription Services access logs are maintained.

(c) The Subscription Services support identity verification, including multi-factor authentication.

**2.3 Encryption.** All Customer Data is encrypted while "in transit".

**2.4 Conga Restrictions.** Conga will not, except as necessary to perform its obligations set forth in the Agreement:

(a) use or disclose any Customer Data for any purpose other than as is strictly necessary to perform its obligations as set forth in the Agreement;

(b) copy, use, reproduce, display, perform, modify, destroy or transfer any Customer Data or works derived from Customer Data; nor

(c) sell any Customer Data, or anything that includes any Data, to any person.

**2.5 Backups.**

(a) Conga does not backup Customer Data due to the nature of the Subscription Services and the SFDC platform, but Customer may extract Customer Data from the SFDC platform to perform its own backups.

**2.6 Physical Security of Data Centers** shall include:

(a) restricted access and visitor logs;

(b) electronic controlled access system; and

(c) CCTV on sensitive areas, unless prohibited by law.

**3. Compliance with Laws.**

**3.1 Regulatory Cooperation.** If Conga collects, accesses, receives, stores or otherwise handles any Customer Data that becomes subject to a regulatory inquiry, notification or other action required by all applicable Laws, Conga agrees to assist and cooperate to meet any obligation to the relevant regulatory authority.

**3.2 Right of Access.** Conga will cooperate with and assist Customer, as necessary, to enable any individual exercising their right of data access, correction, deletion or blocking of Personal Information under any applicable Law.

**4. Disclosure by Law.**

If Conga is required by any Law to disclose any Customer Data, Conga will:

(a) to the extent permitted by applicable Law, give Customer prior notice of the obligation as soon as practical after becoming aware; and

(b) take all steps to enable Customer an opportunity to prevent or limit the disclosure of the Customer Data.

**5. Security Awareness and Training.**

Conga has developed a mandatory security awareness and training program for all members of Conga cloud

service operations, which includes:

- (a) training on how to implement and comply with its Information Security Program; and
- (b) promoting a culture of security awareness through periodic communications from senior management with employees.

## **6. Scans and assessments.**

**6.1 Scans.** In order to maintain the security of the Subscription Services, regular network and system scans are performed, including non-intrusive network scans on customer-facing infrastructure.

**6.2 Assessments.** Conga utilizes external service providers to perform an application vulnerability assessment biannually.

**6.3 Patching.** A software patching process is in place to remedy vulnerabilities in a timely manner based on scans and assessments.

**6.4 Summary.** A summary of the results of the most recent vulnerability assessments will be made available to Customer upon request.

**7. Security incidents and response.** Conga has a response plan that includes procedures to be followed in the event of a Security Incident, including:

- (a) **Formation** of an internal incident response team assessing the risk the incident poses and determining who may be affected, and mitigate additional risk or impact;
- (b) **Notification.** Internal reporting as well as Customer notification in the event of unauthorized disclosure of Customer Data in accordance with the Agreement;
- (c) **Recordkeeping.** Customer Data is managed according to the Agreement (including this Data Security Exhibit).
- (d) **Audit.** Conducting and documenting root cause analysis and remediation plans.

## **8. Contingency Planning / Disaster Recovery.**

Excluding components of the Subscription Services operated by SFDC, Conga infrastructure and, where applicable, Customer Data maintained and stored for the purposes of assuring availability or recoverability in the event of a disaster is maintained with the same data security standards as in production environments.

(a) Recovery Time Objective (“**RTO**”) is Conga’s objective for the maximum period of time between Conga’s decision to activate the disaster recovery processes to failover the Subscription Services to a secondary site due to a declared disaster and the point at which our customers may resume production operations at a secondary site. If the decision to failover is made during the period in which an upgrade is in process, the RTO extends to include the time required to complete the upgrade. The RTO is 24 hours.

(b) Recovery Point Objective (“**RPO**”) is the objective for the maximum period of data loss measured as the time from which the first transaction is lost until Conga’s declaration of the disaster. There is no RPO associated with the Subscription Services.

## **9. Audit Controls.**

Hardware, software and/or procedural mechanisms are maintained to record and examine activity in information systems that contain or use electronic information, including appropriate logs and reports concerning these security requirements.

## **10. Portable media.**

Conga does not store Customer Data on desktops, laptops or other removable storage devices which are housed outside of a secured data center.

## **11. Secure Disposal.**

Upon Customer request, Conga will dispose of tangible property containing Customer Data, using available technology, such that Customer Data cannot be practicably read or reconstructed.

**12. Testing.** Conga will periodically test and evaluate the key controls and operations against relevant compliance frameworks to validate that they are properly implemented and effective in addressing the threats and risks identified.

## **13. Monitoring.**

Conga will monitor network and production systems, including error logs on servers, disks and security events for any potential problems, including:

- (a) reviewing changes affecting systems handling authentication, authorization; and
- (b) reviewing User and privileged (e.g. administrator) access to Conga production systems.

## **14. Change and Configuration Management.**

Conga will maintain policies and procedures for managing changes to production systems, applications, and databases, including:

- (a) a process for documenting, testing and approving the promotion of changes into production; and
- (b) acceptance testing and approval processes specifically related to standard bug fixes, updates, and upgrades made available for the Subscription Services.

## **15. Background Checks.**

Conga shall perform background checks for its employees who will have access to Customer Data. Such background checks shall include:

- (a) for all employees, a criminal record search for previous seven years;
- (b) for U.S.-based employees, verification of social security number for previous five years; and
- (c) verification of eligibility to lawfully work in the United States (or applicable country).

## **16. HIPAA.**

If Conga processes Protected Health Information (“PHI”), as defined in the Health Insurance Portability and

Accountability Act (“HIPAA”) and its implementing regulations, as amended, on behalf of Customer, Conga shall, in addition to the obligations set forth in this Agreement, (i) enter into a form of Business Associate Agreement; and (ii) make its internal practices, books and records relating to the use and disclosure of PHI available to the U.S. Department of Health and Human Services, as may be required by HIPAA.

**17. PCI DSS (Payment Card Industry Data Security Standard).**

If Conga will process any payment card information from or on behalf of Customer, the following terms apply: Conga shall at all times comply with the then-current PCI DSS and any similar data security standards that may be imposed by federal, state or local law. Conga will have an annual assessment performed by a qualified security assessor certified by the PCI Security Standards Council. Upon request by Customer, Conga will provide Customer with a PCI Attestation of Compliance or such other documentation as reasonably requested by Customer to evidence Conga’s continuing compliance.