G-Cloud 15

Service Definition

Informatica

iPaaS, Cloud Application Integration and API Management

Lot 2b Software as a Service (SaaS)

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1. Introduction

Agile Company Overview

Public bodies face growing pressure to deliver faster, joined-up digital services while managing ageing systems, complex governance, and rising expectations.

At Agile, we help you cut through that complexity.

We modernise your data -improving quality, governance, and interoperability -
so you can make confident decisions, deliver digital-first services, and prepare for AI-driven innovation.

Because better data isn't about technology - it's about better outcomes for people.

Why work with Agile?

As an independent consultancy, we help you tackle real-world challenges and deliver meaningful, lasting outcomes for the public.

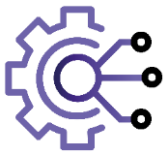
We believe transformation starts with people and culture, not technology. That's why we take a vendor-agnostic approach - working alongside your teams to design practical, sustainable solutions that fit your mission and scale.

With more than 20 years' experience, we've supported organisations across sectors to modernise their data platforms, strengthen governance, and unlock long-term value responsibly.

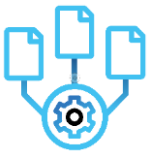
How we help

- Build governance frameworks for ethical, secure data use
- Conduct maturity assessments to benchmark data and AI readiness
- Simplify and connect legacy systems
- Deliver modern platforms for trusted, interoperable data

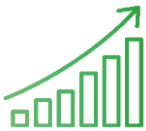
We help public sector teams turn data into a strategic asset — powering smarter policy, stronger collaboration, and measurable public impact



Modernise: We help you shape a clear data vision aligned with your public service goals, using the right tools and standards.



Manage: Good data should just work. We ensure your data is clean, connected and accessible – so the right people get the right information when it matters most.



Maximise: Your data is packed with hidden value. We'll help you uncover it and improve outcomes for citizens.

Our Partners

Our Clients

Date: 27th January 2026

Public Sector Procurement Frameworks

Big Data and Analytics	Lot 2: Commercial off-the-shelf (COTS) Software	Agreement number: RM6195
Digital Outcomes and Specialists 7	Lot 1 Digital Outcomes Lot 2 Digital Capability and Delivery Partners Lot 3 Digital Specialists	Agreement number: RM1043.9
Technology Products & Associated Services 2	Lot 8: Technology Catalogue	Agreement number: RM6098
Technology Services 4	Lot 5a: Application and Data Management	Agreement number: RM6190
Cloud Compute 2	Lot 3 Professional Services	Agreement number: RM6292
Digital Technology and Cyber Services	Lot 1 Digital Technology Products and Services Lot 2 Digital Technology Resources	Scottish Government DPS

Informatica Company Overview

Informatica is the Enterprise Cloud Data Management leader, bringing data and AI to life by empowering businesses to realise the transformative power of their most critical assets. We have created a new category of software, the Informatica Intelligent Data Management Cloud™ (IDMC). IDMC is an end-to-end data management platform, powered by CLAIRE® AI, that connects, manages and unifies data across any multi-cloud or hybrid system, democratising data and enabling enterprises to modernise and advance their business strategies. Customers in more than 100 countries, including 80+ of the Fortune 100 rely on Informatica to drive data-led digital transformation.

Celebrating over ***30 years*** of heritage and innovation, we are geared to reach new heights with a focus on our customer-centric values and AI-powered technology.

In 2025, Informatica reported **total annual revenue of $1.68 billion**, (trailing twelve months as of Q3 2025) supporting 128+ trillion Cloud transactions per month and 5,000+ customers globally.

In November 2025, Salesforce, the world's #1 AI CRM, completed its acquisition of Informatica, a leader in enterprise AI-powered cloud data management. The close of the acquisition brings Informatica's rich data catalog, integration, governance, quality and privacy, metadata management, and Master Data Management (MDM) services to the Salesforce platform, establishing a unified and comprehensive data foundation for agentic AI — and enabling AI agents to operate safely, responsibly, and at scale across the modern enterprise.

Value Proposition

Informatica equips central and local government with robust data management tools that unify data silos, enhance citizen services and enable insightful analytics for smarter governance and operational excellence.

Informatica's intelligent Data Management Cloud platform (IDMC) delivers best-of-breed products for data ingestion, data integration, data quality and observability, master data management, data catalog, data governance and privacy to control costs, increase productivity and accelerate speed to market, with a single, comprehensive, cloud-native data management platform. IT managers can rest easy with Informatica's platform which provides the best of both worlds -- future-proof technology and cost governance. With Informatica you can drive high performance data engineering, with any data of any type at any volume at any speed from any source. Our low/no-code platform takes a huge burden off the data engineer's shoulders and reduces their maintenance burden. Our CLAIRE-based AI capabilities automate many repetitive manual engineering tasks. No wonder, customers can gain up to 324% average ROI with Informatica's solution.

What the Service Provides

Built on a next-generation, microservices-driven cloud-native integration platform as a service (iPaaS), the Cloud Application Integration service offers a single, trusted solution to support any integration pattern, data set, user-type or endpoint to automate business processes, expedite transactions and enable real-time analytics. It is based on a modular, microservices based architecture for agile support of future business requirements. It supports multiple new and unique integration patterns, which include on-premises to cloud real-time data integration, real-time/B2B

application integration, process orchestration, data synchronization, and more. CAI provides a consistent look and feel across all experiences tailored to user roles such as developers, citizen integrators, and operator/administrator, using a common user interface shell. It provides out-of-the-box integration to over 400 cloud and on-premises applications and databases for quick deployment. Users can integrate multi-cloud and hybrid applications, without writing a single line of code. We want our customers to be successful, today and in the future. So we designed the Informatica Intelligent Data Management Cloud™ (IDMC) to deliver value today and to adapt as your iPaaS requirements change. Today's business objective may be application integration. Two months from now, you may want to support a data quality initiative. And later next year, you may want to accelerate trusted data sharing with a data marketplace.

With every project, you'll be able to onboard new data and new users without compromising speed or effectiveness. Our Informatica Processing Unit (IPU) consumption-based pricing makes it easy to add new core capabilities as you need them, expanding to support a variety of data management systems and tools.

Our technology platform is built to be modular, integrated and interoperable. Informatica cloud-native solutions easily connect to each other and to other applications. Want your team to spend more time on analysis and strategy? Our CLAIRE™ engine applies artificial intelligence and machine learning to automate formerly manual processes. Automating processes such as API discovery or data cataloging means your team spends less time curating data or searching for data sources.

The solution helps you to build your integration applications and APIs with Informatica's integrated design environment. One can combine and orchestrate real-time data or services from cloud applications, such as Salesforce or Workday, with on-premises data sources like Oracle or SAP, or API-based REST (XML or JSON), and SOAP services—even if they reside outside corporate firewalls. It helps to develop various classes of APIs such as application, data service, or data set APIs. No code is required. When you're ready to expose your APIs to your partners, customers, or within the enterprise, use the built-in API gateway to secure and monitor your REST, OData and SOAP application, and data APIs. In addition, developers, citizen integrators, or business analysts create guides, at design time, without technical expertise or formal training.

Social Value

Informatica is committed to creating positive social value through its comprehensive Environmental, Social, and Governance (ESG) and Diversity, Equity, and Inclusion (DEI) strategies. These programmes are designed with clear objectives and governance structures that align with the social value areas of economic growth, environmental sustainability, and opportunity, as outlined in the PPN 002 Social Value Model.

The following outlines the initiatives related to the specified social value areas, based on the provided documentation.

- Kickstart Economic Growth
    - Initiative: The organisation supports economic growth and resilient supply chains through its supplier diversity programme, aligning with PPN 002 Outcome 3a (Create a diverse supply chain).

    - SMART Objective: To increase the percentage of annual procurement spend with small and diverse-owned businesses, with a specific target set and reviewed annually.
    - Metrics and Monitoring: The primary metric is the value of direct spend with small and diverse businesses (aligning with PPN 002 metrics 3aii and 3aiii). This is tracked via internal procurement systems and reviewed quarterly. Progress is reported annually in the public ESG report.
    - Stakeholders: The Chief Procurement Officer is responsible for the programme, with oversight from a Supplier Diversity Council composed of cross-functional leaders.

- Make Britain a Clean Energy Superpower
    - Initiative: The organisation is committed to reducing its environmental impact through its GHG emissions reduction targets, aligning with PPN 002 Outcome 4a (Deliver additional environmental benefits... working towards net zero).
    - SMART Objective: To reduce absolute Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 42% by 2030, from a 2022 baseline.
    - Metrics and Monitoring: Progress is measured by the annual reduction in Scope 1 and 2 emissions in metric tonnes of carbon dioxide equivalent (MTCDE), aligning with PPN 002 metric 4ai. This data is externally verified and published in the annual ESG Report.
    - Stakeholders: The ESG Steering Committee, chaired by the Chief Legal Officer, provides governance and oversight, reporting progress to the Board of Directors.

- Break Down Barriers to Opportunity
    - Initiative: The organisation fosters an inclusive workplace and creates opportunities through its DEI strategy, aligning with PPN 002 Outcome 6c (Demonstrate action to identify and tackle inequality in employment, skills and pay).
    - SMART Objective: To increase the representation of women in global leadership roles to 35% and the representation of underrepresented racial and ethnic groups in the US workforce to 30% by the end of 2025.
    - Metrics and Monitoring: Workforce demographic data, including hiring, promotion, and retention rates, is monitored by the HR and DEI teams using internal dashboards. Progress is reported publicly in the annual DEI and ESG reports.
    - Stakeholders: The Chief Human Resources Officer is the executive sponsor for these initiatives, with a dedicated Head of DEI managing the programmes.

- Build an NHS Fit for the Future
    - Informatica has implemented broad health and wellbeing initiatives for the organisation's workforce, which align with the principles of PPN 002 Outcome 8a (Support health and wellbeing in the contract workforce). However, we have not implemented measurable initiatives directly targeted at the "Build an NHS fit for the future" social value mission.

Overview of the G-Cloud Service

The Cloud Application Integration and API Management service is part of Informatica's wider Cloud data management platform offering known as Intelligent Data Management Cloud (IDMC). The services described in this document can be used standalone, but are also tightly integrated with other data management services that may be relevant to the overall business requirements as described below.

Our IDMC platform includes a wide range of interoperable data management products that leverage the underlying shared platform services to deliver analytics, business 360, data democratization and modernization solutions to our customers at scale. Our products can be consumed from our SaaS-based cloud offering, which is deployed on AWS, Microsoft Azure, and Google Cloud Platform, and can also be deployed as a self-managed service in our customers' cloud, hybrid or on-premise environments.

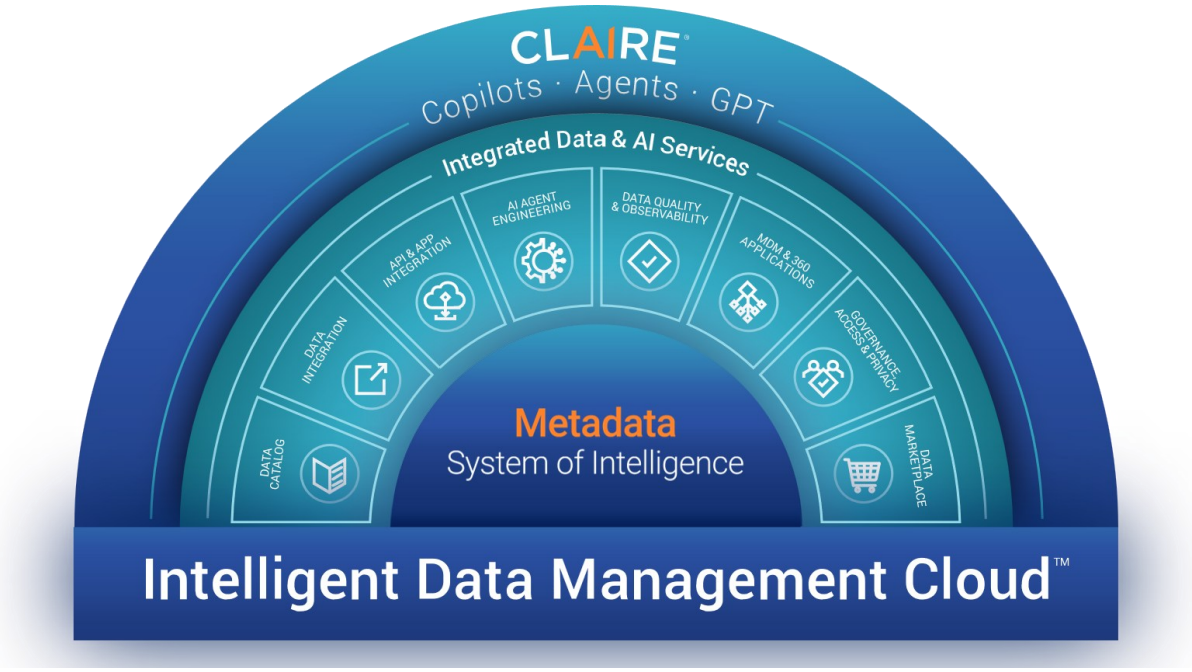


Figure 1 IDMC Overview

Data Integration: Data engineers, Extract-Transform-Load (ETL) developers, and citizen integrators have the ability to use our products to ingest, transform and integrate data spanning departmental to enterprise scale workloads. These workloads include diverse and distributed data sources in multi-cloud, hybrid environments. The breadth and depth of our Data Integration capabilities accelerate the aggregation and processing of data to ready it for analytics, data science, AI and enterprise reporting initiatives. Leveraging a simple graphical design experience, users can develop workloads across ETL, Extract-Load-Transform (ELT), real-time and streaming data integration patterns. Our products are designed to integrate structured and unstructured data across on-premise and cloud-native applications, databases, business intelligence tools, data modelling tools, data lakes, data warehouses, mainframes, messaging systems, file systems and IoT devices. Our products break the silos of data, people and application by providing the capabilities to bring data

together seamlessly through IDMC. CLAIRE AI enables greater data integration productivity by automating the design and development of business logic to process data.

API & Application Integration: Citizen developers, application developers and architects can use our API & Application Integration products to create and manage APIs and application integration processes, to modernise and accelerate their digital transformation programs. Informatica's API and application integration capabilities span multi-cloud, hybrid environments and include application-to-application synchronisation, business process orchestration, B2B partner management, composite application development, and API management. These capabilities integrate enterprise business processes, manage communication of data between partners via industry specific protocols and expose APIs for business agility and application modernisation through a low code/no-code development experience. Our API and Application Integration products also leverage CLAIRE AI to optimise application resource utilisation, and secure APIs to reduce implementation complexity and increase user productivity.

Data Quality and Observability: Data stewards and business analysts can use our Data Quality (DQ) products to profile, cleanse, standardize, and enrich data using an extensive set of prebuilt data quality rules to deliver accurate, complete, and consistent data. Data Quality products are designed clean and trusted data supporting governance, regulatory compliance, analytics, and other enterprise reporting initiatives. Our CLAIRE AI engine automatically generates data quality rules from plain text functional specifications for business users. CLAIRE leverages data profiling to continuously monitor and identify quality issues and then can automatically deploy fixes to promote high data quality. Our Data Quality products contain over 660 pre-built data quality rules for data domains, geographies and industries, and process data quality rules for 9.3 billion rows of data per month as of June 2021.

Master Data Management: Our Master Data Management (MDM) products allow data stewards and business analysts to create an authoritative single-source view of all business-critical data from internal and external sources across multiple data domains, including customers, locations, assets, and employees and many other domain types. CLAIRE automates the matching, linking and merging of master data from several disparate, duplicate, and conflicting data sources scaling from millions to billions of data records. This information is de-duplicated, reconciled and enriched, thereby enabling it to become a consistent, reliable source. Once created, this master data can serve as a trusted view of business-critical data that can be managed and shared across the enterprise to promote accurate reporting, reduce data errors, remove redundancy, and help workers make better-informed business decisions.

Customer and Business 360: Our Customer 360 and other 360 products allow business analysts to create comprehensive 360-degree views of critical business data domains like customer, product, supplier, reference, and finance with simplified business user experiences. Our Customer 360 and other 360 products help customers drive customer experience and engagement programs, ecommerce transformations, supply chain management, and other digital transformation initiatives. CLAIRE matches data, identifies relationships and infers data insights across structured and unstructured data sources enabling users to easily browse, search and access data.

Data Catalogue: Data consumers of all experience levels are enabled to use our Data Catalogue service to quickly find, access, and understand enterprise data using a simple Google-like search experience. Data Catalogue allows organisations to spend less time finding data thereby accelerating

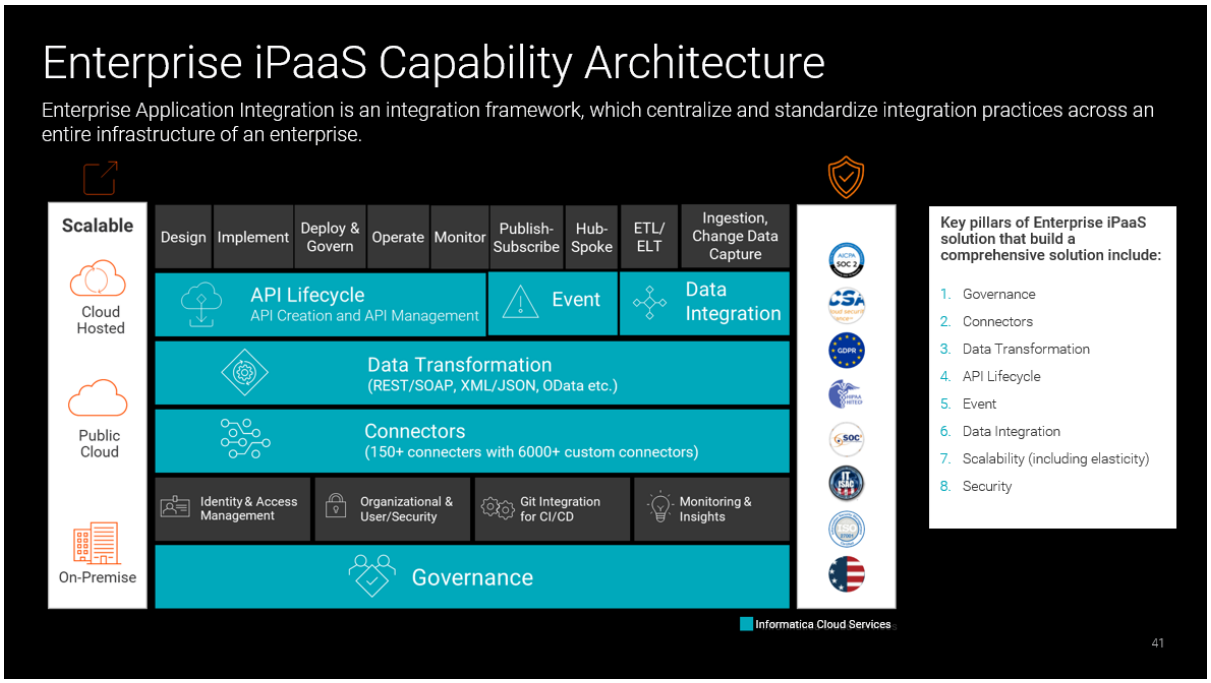
analytics and modernization projects and enables them to implement end-to-end data governance programs. Cutting across departmental data silos, CLAIRE automatically discovers, tags, and classifies data and identifies data relationships and data provenance. CLAIRE-based recommendations are designed to guide users to the most trusted and relevant data, improving business outcomes and driving greater data consumption.

Governance and Privacy: Data professionals can use our Data Governance and Data Privacy / Data Access Management products to govern data, help ensure compliance with industry and corporate policies, manage data as an asset and minimise the risk of a data breach. These products enable organisations to deliver and consume trusted and protected data across the enterprise, increasing the value of data while minimising risk associated with compliance. Users define governance and privacy policies through an intuitive interface while CLAIRE automatically links these policies to actual enterprise data to ensure data governance rules and access policies are not only documented but also implemented and tracked consistently across the enterprise. Data consumers leverage a data marketplace with an Amazon-like shopping experience, which enables them to easily search, order, request, and rate governed data sets, centralizing data governance as a function and eliminating reliance on native governance capabilities of fragmented apps and data stores.

IDMC Architecture

Informatica's Intelligent Data Management Cloud (IDMC) provides the industry's leading enterprise iPaaS, is the industry's most modern, comprehensive, cloud native, microservices based, API-driven and AI-powered iPaaS, offering the highest enterprise scale and trust.

The comprehensive integration architecture should encompass the dimensions of volume, variety, velocity to address the complex data landscape effectively. The Informatica enterprise integration solution (iPaaS) includes components like data integration, data analytics and operations, API lifecycle, process orchestration, business automation, and governance and security frameworks. The components mentioned below works in synergy to enable seamless integration while adhering to quality standards and regulatory compliance.



Cloud Application Integration and API Management

The shift to Cloud compels architects to develop a combined data and application integration strategy that considers how on-premises and Cloud application and data services coexist and integrate to fulfill the role they were deployed for. A comprehensive integration strategy must consider various co-existence and integration aspects: how data is consumed, how data is exposed, and how it propagates.

- Data Consumption – how applications consume data whether locally and without latency, on-demand and interactively from an external data provider or service, via a data hub, or through streaming listeners;
- Data and Application Services – how data is exposed as a service;
- Data Propagation – the form by which data propagates for example via data set synchronisation, replication, store and forward or publish/subscribe, streaming, messaging or event-based propagation via service-oriented API requests.

An application integration strategy needs to consider in addition how business and data service APIs are provided and consumed, and the means used to:

- Propagate business events triggered in one application to others, e.g. order fulfillment;
- Give users the ability to interactively access application data and business services residing in the cloud and/or on premises without having to replicate data;
- Consume application and data services using synchronous and asynchronous means of interactions;
- Integrate business processes across a set of loosely-coupled applications, e.g. order to cash; and
- Integrate partners

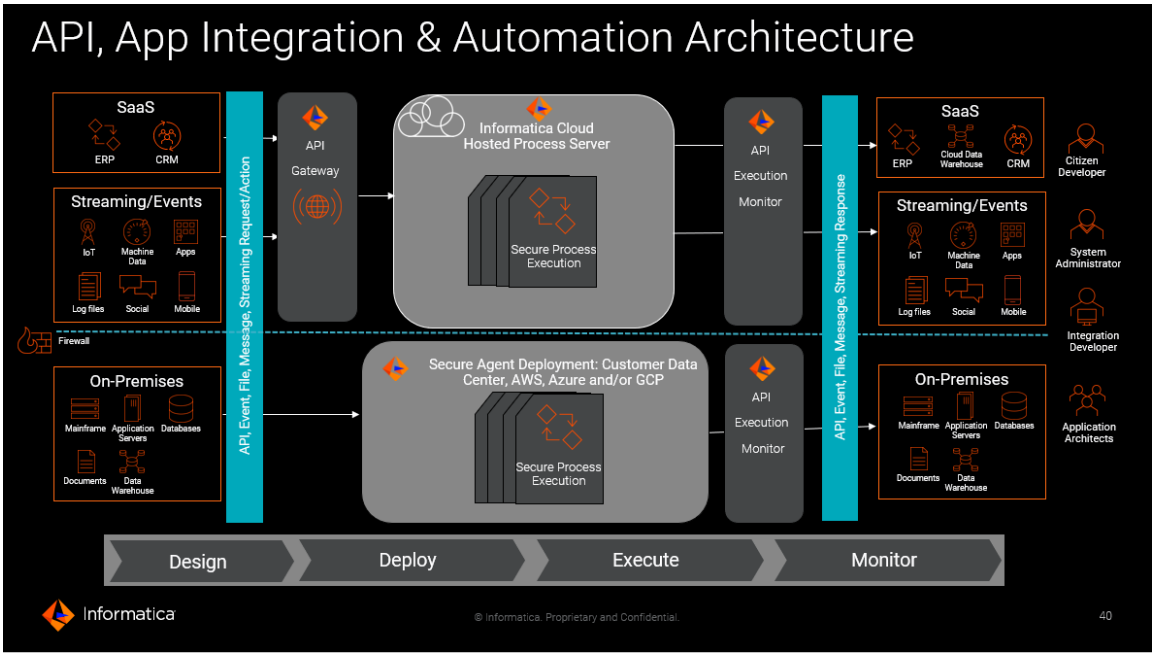


Figure 2 API Integration Logical Architecture Diagram

Key Features

Event-driven Software Architecture

Event-driven integration architectures ensure data is made available to the business and IT sooner, leading to better business insights being uncovered faster.

Provide and Consume Synchronous and Async Services

Being able to expose and consume both synchronous and asynchronous services provide the agility for key business and IT processes to be updated and extended quickly and easily.

Process and Task Orchestration

Modelling complex business processes requires the ability to orchestrate those processes across multiple applications and data silos, easily and efficiently

Low-code/no-code tools

A reliance on code brings additional overhead for modernization projects. On the other hand, a GUI, drag-and-drop approach results in quicker development, and lower total cost of ownership in the long run

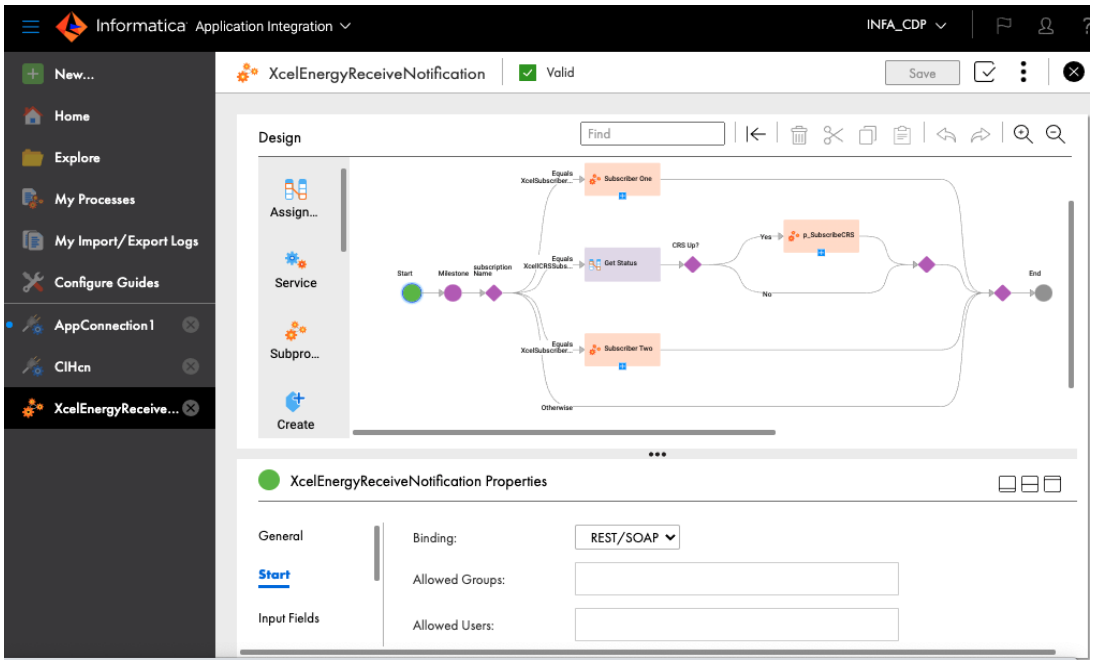


Figure 3 - Sample Process Flow using Application Integration service

Key Benefits

Implement Processes, APIs, and Guides Without code

Build your integration applications and APIs with Informatica's integrated design environment. Combine and orchestrate real-time data or services from cloud applications, such as Salesforce or Workday, with on-premises data sources like Oracle or SAP, or API-based REST (XML or JSON), and SOAP services—even if they reside outside corporate firewalls. Develop various classes of APIs such as application, data service, or data set APIs. No code is required. When you're ready to expose your APIs to your partners, customers, or within the enterprise, use the built-in API gateway to secure and monitor your REST, OData and SOAP application, and data APIs. In addition, developers, citizen integrators, or business analysts create guides, at design time, without technical expertise or formal training. No coding is required.

Assemble Applications with Rich Connectivity

Choose from over 400 connectors or join hundreds of customers who have configured tens of thousands of custom connectors to integrate your data sets, application, and services anywhere: in the cloud or on-premises. Build your data APIs using sophisticated data integration capabilities including synchronization, replication, transformation, and mass ingestion capabilities.

Develop a Custom Connector in Seconds

Have a custom API-based application for which there is no off-the-shelf connector? Use Informatica Cloud Application Integration (CAI) to define custom service connectors. You can create "connectors

on the fly" by either importing a WSDL/Swagger document or creating manually in a web form. It takes just a few clicks to create connectivity that behaves the same way as native connectors.

Automate Long-Running, Real-Time Processes

Important business processes that span cloud and on-premises assets, applications, and data services, such as discount approval, order-to-cash, or service-call resolution can take days or weeks to complete and involve complex interactions between systems and human work flows. Automate your data ingestion, propagation, and business processes using CAI's sophisticated orchestration capabilities.

Support Your DevOps Practices Easily

Enable your DevOps practices using CAI's project/folder/asset export and import function, which facilitates continuous delivery through automation with external version control systems, releases, and deployment pipelines. In addition, headless SDLC (i.e., no UI needed, given the use of APIs) for CI/CD support increases developer flexibility and efficiency. This helps teams with many developers and hundreds of integration artifacts fully automate backup and recovery to any source control system and to continuously assemble and deploy across environments.

Integrate On-Premises, Cloud Messaging Systems

Use CAI to integrate your existing queuing and pub/sub messaging systems. CAI interoperates with a variety of messaging systems including JMS, AMQP AWS SNS/SQS, and Microsoft Azure Messaging. When you're ready, you can phase out your ESB and replace its functions with the CAI service for broader integration and hybrid capabilities. In addition, Kafka support by CAI significantly increases current message-based pub/sub interactions between data and applications. The ability to bridge these message-based events with Cloud Integration Hub, for example, offers unique flexibility to customers.

Informatica API Management

Data-driven digital transformation is creating new use cases that require different patterns of integration. API integration is rapidly growing as a pattern for integrating applications in near real-time. With Informatica® API Manager, customers can develop, publish, manage, monitor, deprecate, and consume APIs to orchestrate their business processes that span multiple clouds and on-premises systems within and outside their firewalls. Not only does Informatica offer the ability to develop and consume APIs, the API Manager service provides differentiated capabilities to manage the entire API life cycle.

Key Features

API Registry

APIs you publish are automatically registered to the API Registry, which makes them easy for you to manage and easy for others to discover and access. One click is all you need to expose these APIs and start monitoring usage by your applications and partners.

API Gateway

With the API Gateway you can deploy, activate, and secure APIs, both within the organization and with your partners. The functions that API Gateway carries out include securing and controlling access to APIs by applying policies such as rate limiting and IP filtering. The gateway supports REST (XML and JSON) and SOAP APIs.

API Portal

The API portal can be used to offer APIs to consumer developers. It is part of the Informatica Intelligent Cloud Services and is seamlessly integrated with the Informatica API Gateway and API Manager. The portal offers a "try it" API testing capability, which enables the application developer to quickly try out an API before using it in an application. The swagger viewer makes it easy for back-end implementation and client-side consumption. The Analytics dashboard provides the API consumer with its usage trend over time and most-used APIs.

API Center

API Center is a service where one can use to design, publish, manage, and monitor APIs in the organization. You can provide API consumers with access to the APIs for enterprise services and processes that you create with API Center. The API Center supports both top-down (design first) and bottom-up approach for API implementation.

Use API Center to perform the following tasks

- Create REST APIs: To create and define REST APIs, you can create API operations or import existing API definitions.
- Assign API policies to APIs and API operations: You can create policies and assign them to APIs and to API operations. Policies are rules that you use to enforce API security and control access to APIs.
- Publish APIs: You create a published API using either a top-down approach or a bottom-up approach. Using the top-down approach, you can create a REST API with at least one operation and then publish the API. Using the bottom-up approach, you can a create published API from an existing Application Integration process.
- Manage APIs: You create managed APIs from published APIs. You can then share the API endpoint URLs with API consumers so that they can access the operations of the managed APIs.
- Monitor API usage: You can view and monitor the invocations of managed APIs in the organization.

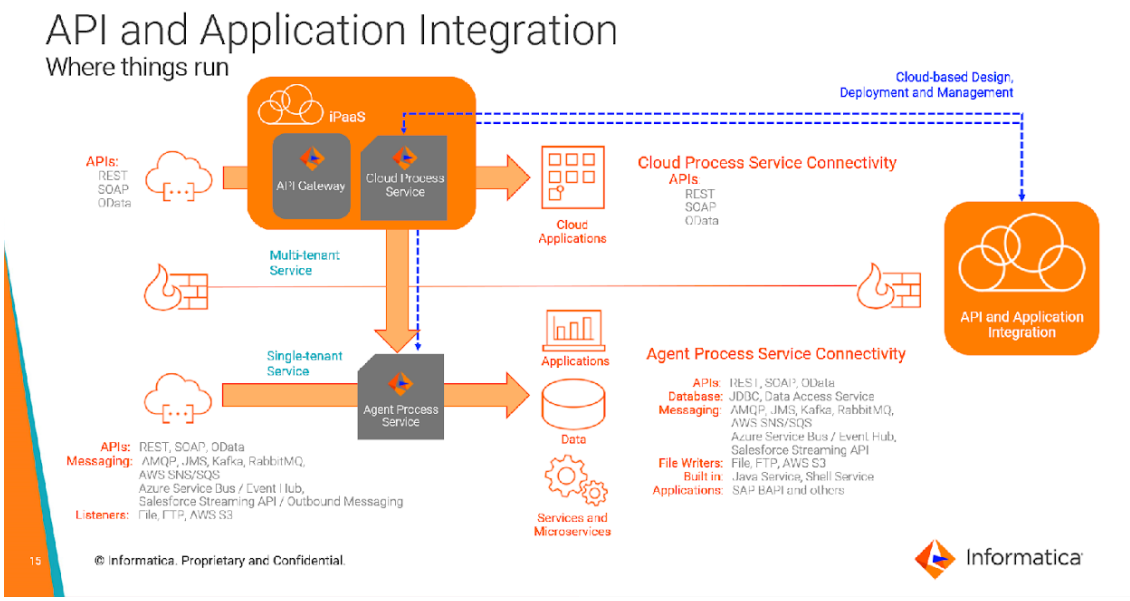


Figure 4 Informatica API Management Architecture

Key Benefits

CLAIRE-Powered Privacy Data Compliance

As an API developer or administrator, you can apply privacy policies for personally identifiable information (PII) data, and audit, record, and block PII leakage in API requests and responses. You can select the type of information to protect and whether to apply the protection of each information type to requests, responses, or both

Manage the Entire API Life Cycle

API administrators and developers can easily control and monitor their APIs using API Manager to expose service APIs and to drive an API's life cycle, including activation, deactivation, and decommissioning.

Get Greater Visibility Through Real-Time Analytics

The API Manager Analytics Dashboard includes a visual summary of API usage analytics, such as trends and usage over time, APIs with the most invocations, and the most frequent users. API administrators can take corrective actions, such as changing an API usage limit to fulfill a business need, based on real-time insights

Improve Developer Efficiency With Automated API Discovery and Grouping

API Manager automatically lists all the available REST and SOAP web services created by your organization. To build their API clients, API metadata and interface descriptions are automatically generated. WSDL or Swagger (OpenAPI) interfaces are automatically generated by API Gateway. You can better manage the use of JWT tokens and associate their use to multiple API endpoints with the

API application-grouping capability. This provides API consumers with fewer tokens to deal with and API producers can more easily manage or revoke a consumer's access to multiple APIs.

Experience Higher Productivity With an Integrated DevOps Environment

API Manager is part of Informatica Intelligent Data Management Cloud—the industry's most comprehensive iPaaS and data management solution supporting cloud data integration, cloud application and process integration, API management, data governance and catalogue, data access management, master data management, and much more. The next-gen solution offers a tightly-integrated user experience for developers, business analysts, and API administrators, which makes their interactions frictionless. The common user experience also means that skills will be rapidly re-usable between IDMC products and that the learning curve is greatly shortened.

2. Data Protection

Information Assurance

The organisation maintains a comprehensive security and compliance programme, validated by numerous internationally recognised accreditations and third-party audits, to ensure the safe and secure management of customer information.

The platform's approach to information assurance is built upon the following pillars:

- Security Accreditations and Certificates: The platform's security controls are regularly audited and certified by independent third parties. Key attestations include:
    - ISO/IEC 27001: This certification validates that the organisation's Information Security Management System (ISMS) meets the international standard for establishing, implementing, maintaining, and continually improving information security.
    - SOC 2 Type II: This attestation report provides independent assurance on the design and operational effectiveness of controls related to the Security, Availability, and Confidentiality Trust Services Criteria over a period of time.
    - HIPAA/HITECH: The platform undergoes an independent third-party audit to attest to its compliance with the security and breach notification requirements of the Health Insurance Portability and Accountability Act.
    - SOC 3: A public-facing summary of the SOC 2 report is available, providing a general overview of the effectiveness of the control environment.
- Processes and Facilities: Information is managed through a combination of robust technical and procedural controls.
    - Secure Facilities: The service is hosted on leading public cloud infrastructure providers (e.g., AWS, Azure, GCP), which operate highly secure, geographically dispersed data centres with extensive physical and environmental security controls.
    - Data Encryption: All customer data is encrypted in transit using strong protocols such as TLS 1.2+ and at rest using industry-standard algorithms like AES-256.
    - Access Control: Access to production environments is strictly managed based on the principle of least privilege, requiring multi-factor authentication and regular access reviews.
    - Security Operations: A dedicated security team provides 24/7 monitoring of the platform to detect, analyse, and respond to potential security incidents.
- Policies and Standards: The organisation's security programme is governed by a comprehensive set of internal policies that align with industry best practices and standards.
    - The ISMS is aligned with the ISO 27001 framework.
    - The platform includes features designed to help customers meet their data protection and privacy obligations under regulations such as the General Data Protection Regulation (GDPR).
    - Internal policies cover critical areas including secure software development life cycle (SDLC), incident response, change management, and continuous employee security awareness training.

This multi-layered approach ensures that customer information is protected by a verified and continuously improving security posture.

Data Back-Up and Restoration

The platform employs a comprehensive data backup and restoration strategy designed to protect customer metadata and ensure service continuity. This is a managed process integral to the platform's disaster recovery and business continuity programme.

The plans, processes, and systems in place to protect against data loss are as follows:

- Backup Scope and Frequency: The service automatically performs regular backups of all customer metadata. This includes objects such as projects, mappings, taskflows, connection details, and user access control configurations. Full backups are performed on a weekly basis, with incremental backups performed daily to minimise the recovery point objective (RPO). These backups are encrypted and stored securely in geographically separate locations from the primary data centre to protect against regional failures. It is important to note that these managed backups pertain exclusively to the customer's metadata within the platform; the customer remains responsible for the backup and recovery of their own business data residing in their source and target systems.
- User Control: The backup and restoration process is a fully managed component of the service. Customers cannot directly initiate, schedule, or control these system-level backups. This centralised management ensures that procedures are applied consistently and reliably for all tenants on the platform. While system-level backups are managed by the organisation, customers retain the ability to export their assets (metadata) from the platform at any time, allowing them to maintain their own offline copies for archival or versioning purposes.
- Process Review and Testing: The organisation's disaster recovery plan, which includes data restoration, is regularly reviewed and updated as part of the continuous improvement cycle of the Information Security Management System (ISMS). Restoration procedures are tested periodically to validate the integrity of the backups and the effectiveness of the recovery process. These activities fall within the scope of independent third-party audits, such as SOC 2 and ISO 27001, which provide external assurance of their effectiveness.
- Client-Specific Requirements: The described backup and restoration capabilities are the standard, robust protections provided to all customers as part of the service. The platform's architecture is designed to provide a high level of availability and durability for a multi-tenant environment. As such, custom backup schedules or processes for individual clients are not part of the standard offering.

Business continuity statement/plan

The organisation maintains a comprehensive Business Continuity Plan (BCP) and Disaster Recovery (DR) programme to ensure the resilience and availability of its cloud services. The programme is designed to minimise service disruption and data loss in the event of a significant incident.

- Scope of the Plan: The BCP and DR plans encompass the personnel, processes, and technology required to deliver the cloud platform services. This includes the control plane, data processing services, and all supporting infrastructure. The plan's scope is to ensure the recovery and continuity of the production service environment.
- Key Business Areas and Critical Functions: The critical functions necessary for service delivery include the platform's user authentication and authorisation services, metadata repository, job scheduling and execution engines, and monitoring and logging services. Customer support operations are also identified as a critical business area.

- Dependencies: The primary dependency for the service is the underlying public cloud infrastructure provider (e.g., AWS, Azure, GCP). The plan accounts for failures at the infrastructure level, from individual component failures to entire availability zone or regional outages. Internal dependencies exist between the Site Reliability Engineering (SRE), Security Operations, and Customer Support teams, whose coordinated actions are orchestrated by the incident response plan.
- Acceptable Downtime: The platform is architected for high availability, leveraging multiple, physically separate Availability Zones within a region to provide resilience against localised failures. This design minimises downtime for most failure scenarios. For disaster-level events requiring a full regional failover, the service is designed to meet defined Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO). The RPO is minimised through weekly full backups and daily incremental backups of customer metadata to a separate geographical region.
- Outline Plan to Maintain Operations: The plan to maintain operations is based on a multi-layered strategy of resilience and recovery.
    - High Availability: Critical service components are deployed in a redundant configuration across multiple Availability Zones, with automated failover capabilities to handle infrastructure failures without service interruption.
    - Disaster Recovery: In the event of a complete regional failure, the DR plan is activated. This involves restoring the service and customer metadata in a designated recovery region using the geo-redundant backups.
    - Incident Management: A formal incident response plan is in place to detect, assess, and respond to disruptive events, including the procedures for activating the BCP and DR plans.
    - Testing and Review: The DR plan is tested periodically to validate recovery procedures and ensure RTO/RPO targets can be met. The overall BCP is reviewed and updated annually, or as significant changes to the environment occur.

A more detailed plan can be provided to buyer on request.

Privacy by Design

The organisation has been proactive in its approach to data protection, embedding privacy principles into the core design of the platform and its operational processes to support customer adherence to the General Data Protection Regulation (GDPR).

The service's commitment to privacy by design and its alignment with GDPR are demonstrated through the following measures:

- Secure by Design Architecture: The platform is built with security and data protection as foundational principles.
    - Data Segregation: In the multi-tenant cloud environment, customer data and metadata are logically segregated and isolated from other tenants using robust architectural controls.
    - Encryption by Default: All customer data is encrypted both in transit using strong transport layer security (TLS) protocols and at rest using industry-standard algorithms such as AES-256.
    - Secure Development Lifecycle: Privacy and security impact assessments are integrated into the software development lifecycle, ensuring that data protection considerations are addressed from the initial design phase through to deployment and maintenance.

- Contractual and Organisational Adherence to GDPR: The organisation provides a strong legal and operational framework for data protection.
    - Data Processing Addendum (DPA): A comprehensive DPA is available to all customers, incorporating the EU's Standard Contractual Clauses (SCCs) to provide a legal basis for the transfer of personal data from the European Economic Area.
    - Technical and Organisational Measures: The organisation's security programme, validated by certifications such as ISO 27001 and SOC 2 Type II, serves as evidence of the appropriate technical and organisational measures implemented to protect personal data, as required by GDPR.
    - Data Protection Officer (DPO): A DPO has been appointed to oversee the data protection strategy and ensure compliance with privacy regulations.
- Features to Enable Customer Compliance: The platform provides a suite of tools that customers can leverage to meet their own obligations as data controllers under GDPR.
    - Data Discovery and Governance: Services such as data profiling and data cataloguing enable customers to discover, classify, and understand the lineage of personal data across their enterprise, which is a critical first step for compliance.
    - Data Subject Rights (DSR) Fulfilment: Data integration and mastering services can be used to build processes that help locate, access, rectify, or erase personal data across disparate systems, enabling customers to respond to data subject requests in a timely manner.
    - Data Protection: Dynamic and persistent data masking capabilities allow customers to de-identify or anonymise personal data, particularly in non-production environments, supporting the principle of data minimisation.

This proactive, multi-faceted approach ensures that privacy is not an add-on, but an integral component of the service, providing customers with a secure and compliant foundation for their data management initiatives.

3. Using the service

Ordering and Invoicing

Please contact us in the first instance via at digitalgov@informatica.com to discuss your requirements and objectives.

Once we have identified the appropriate solution including appropriate connectors, functions, training and services to meet your needs we will assist you in placing the order via the GCloud framework.

Availability of Trial Service

Where appropriate, trial access may be made available. This includes some - but not all - of the Cloud Integration services, as well as the use of a Secure Agent to download, install and trial for 30 days. Trials of other IDMC services, can be provided on a case-by-case basis.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

On-Boarding, Scope etc.

The solution can run either on a:

- Fully Hosted Environment
- Third Party Cloud Provider
- Privately Hosted Environment (subscription)

In the instance of Informatica Cloud Services the Cloud Onboarding Service enables customers to successfully launch cloud services projects. Informatica Customer success managers will engage with customers for a fixed scope of work, within fixed time commitments. Informatica will review customer's requirements and confirm in advance that the Informatica Cloud Customer Success Service offering will meet those requirements. The Customer Success Service pack is leveraged and is a formalized process for new Informatica customers to prepare them for success. The following is covered in this process:

- Key IT and Business stakeholders are interviewed to better understand the existing organisational structure and skills of existing staff that will be needed to implement and maintain the application.
- Working sessions are conducted with program owners and initiative sponsors to align all parties on the short-term business objectives and longer-term enterprise vision.
- Project delivery best practices are discussed along with program governance strategies, and the various training and educational resources available from Informatica.
- An Informatica Technical Architecture Manager will then design a customized implementation blueprint for the business based upon the technical and process maturity, short term business objectives, and long-term vision.
- Post deployment, the Informatica Technical Architecture Manager will return to perform an after-action review and adjust the blueprint to reflect the progress made, as well as any recent business changes.
- Five day initial engagement followed by a further two day follow-up engagement.

Benefits of this service are:

- De-risk enterprise adoption at inception
- Leverage available resources and assets to realize enterprise business value
- Define an initial blueprint for success
- Embed best practices and consistency in every project

In the instance of Privately Hosted and Third-Party Cloud Provider, once an order is accepted then the key contact within the company will be provided with the software licence keys and download links. Customers can leverage pre-defined environments using bring-your-own-licence (BYOL) using an intuitive and wizard-driven data integration GUI. These environments have prebuilt connectivity to hundreds of on-premises or the cloud.

Support for the Informatica products within these environments is provided by Informatica Support and as such the customer has access to phone and online support. In addition, the use of Informatica Professional Services or a trusted Informatica Partner is advised to ensure a successful deployment leveraging best practices and providing consulting assistance in areas like architecture, design, development, test verification, development standards and performance tuning. This helps to reduce overall project risk and ensures that expert level resources are available at critical times to keep projects on track for a successful deployment.

Off-Boarding, Scope etc.

As part of the customer support process three months prior to the end of the subscription the customer support team will notify the named customer contact of the subscription end date to see if they wish to extend the subscription. Should the customer not want to maintain their subscription if they have leveraged the IDMC solution they will be able to download any relevant mappings created via the application download feature within IDMC and Informatica will then maintain the customer metadata for 6 months before being permanently deleted from Informatica Cloud.

Where the solution has been deployed outside of IDMC Informatica Support will assist the customer on exporting mappings and data as appropriate.

Training

Informatica offers a wide variety of training environments to meet your needs, including instructor- led courses at Informatica Training centres, onsite at your location, virtual classroom, and web-based self-study courses:

- Informatica University Offers Role-based training programs ensure your organization gets the most out of its investment in Informatica products:
- Learn at your own pace with Online/Self-Paced Training with hands-on Labs – accessible 24/7. Supplement your existing skill set or flexibly and efficiently ramp new team members.
- Learn with your industry peers in live, public instructor led Virtual classes. Engage in chats discussion, access hands-on environments and leverage class materials for a traditional learning experience.
- Dedicated instructor focused on your needs on Private classes. Conducted live at your location or virtually. Experience a traditional learning experience via a standard course or tailored to meet your requirements.

- Training Subscriptions, Unlimited access to curated training for a full year. Collections of Informatica Instructor Led and Self-Paced courses with hands-on labs and Certifications to instil the knowledge and skills needed for success.
  Professional Certifications. Prove your skills and knowledge. Gain prestigious recognition while bringing increased value to your organization and your career.

Depending upon the size of the order, Informatica provides Customer Success Packs to help our subscription customers to initially deploy our Cloud software. This service allows us to work with the customer to ensure that the Software is deployed correctly within their environment and assists with the initial use case. At various points during the year the team further engages with the customer to ensure the deployment is on track and assist at key points within the project. For other training services, please refer to the associated Informatica Lot 3 offerings rate card / options for detailed pricing around this.

Implementation Plan

A detailed implementation plan can be provided to the buyer on request.

Service Management

Informatica Cloud Service is managed by a dedicated team internally at Informatica. Informatica will endeavour to provide Uptime of 95% on an annual basis. Please note that Informatica does not take responsibility for the customers accessibility to the Internet.

Support for Informatica cloud is provided via the Informatica Global Customer Support, or GCS, a team of dedicated support personnel operating from support centres in North and South America, Asia, and Europe. From these centres, GCS provides a range of support products to meet the varying needs of customers and partners, including support in a variety of languages (English, Italian, French, Dutch, German, Spanish, Portuguese, Japanese, Mandarin and Korean), coverage on a 24x7 basis for those who need it, and multiple communications channels including twitter, forums, email, telephone and a dedicated support portal. To provide an effective and efficient service to our customers, GCS has invested in a sophisticated support system, which ensures that all questions and issues raised are logged, addressed, and tracked through to completion. The system builds a history for each customer and allows GCS to pass valuable information back to our research and development teams.

Informatica Cloud is typically updated multiple times per year. Upgrade notices are posted on user community sites and emailed to customers at least five business days prior to the implementation. Security-related hot fixes are evaluated for their applicability to the production environment on a regular basis. Critical patches are applied immediately and other patches are updated monthly.

Service Constraints

The Cloud Service will be Available to You 24 hours a day, 365 days per year, 99.90% of the time on a calendar month basis, excluding unavailability (i) due to scheduled maintenance up to four hours per calendar month, (ii) during up to four major upgrades per calendar year, (iii) due to causes beyond Our control, (iv) initiated by Us to protect the Cloud Service or Customer Data from loss or unauthorized access, (v) caused by You or Your applications, (vi) initiated at your request; or (vii) for Cloud Services identified as "Cloud Edition" that operate in a single tenant execution environment(“SingleTenant Cloud Services”) only, due to hot fixes. (“the Service Level Commitment”

or “SLC”). Availability means that the Cloud Service is available for access and Cloud Service response time performance allows for commercially reasonable use of the Cloud Service. Availability is measured at the point where the Cloud Service is made available to the Internet from Informatica’s global data centers. Our entire liability and Your exclusive remedy for any deviation of a Cloud Service from the Service Level Commitment (“Deviation”) are set forth below.

Availability for calendar month	Credit for Deviation
99.9% – 100%	None
99.5% – 99.89%	2.5% of monthly fees for the Cloud Service
98% – 99.49%	5% of monthly fees for the Cloud Service
Below 98.0% (Major Deviation)	10% of monthly fees for the Cloud Service

You must request a credit by opening a case with Informatica Global Customer Support in accordance with the Global Customer Support Guide published at https://network.informatica.com/docs/DOC3015 within five (5) business days after the end of the calendar month of the Deviation. You may terminate the Cloud Service at issue if the Cloud Service has Major Deviations in any three (3) consecutive calendar months or in any four (4) calendar months during a twelve-month period during the term of the Cloud Service. You must provide written notice of termination by opening a case as set forth above. We will refund you the prepaid but unused fees for the Cloud Service for the remainder of the term of the Cloud Service after the effective date of termination. Informatica Operational Insights, non-production Cloud Services environments and no-charge Cloud Services are not eligible for credits or other remedies set forth above. Single Tenant Cloud Services are not eligible for credits or other remedies for availability of 99.5% or above. To be eligible for the Deviation remedies, You must be current in Your payment obligations and in compliance with the applicable contract requirements and Informatica policies. We will monitor and continuously publish Availability information for Informatica Intelligent Cloud Service production environments, and may do so for other Cloud Services, at https://pulse.informatica.com or another location chosen by Us. The SLC and Deviation remedies above do not apply to SLC deviations erroneously reported as a result of incorrect measurement.

Service Levels

Informatica recognizes that the success of your enterprise data management strategy depends not only on the strength of our products, but also on superior and timely service. No matter where you are in your journey to cloud, our services deliver a connected experience across on-premises and multi-cloud deployments. Informatica offerings are not one size fits all. We offer three success programs to unleash the potential of your investments.

Basic Success	Premium Success	Signature Select
Designed for non-critical deployments. Included with subscription pricing. Flexible self-paced approach with online resources to help you get started.	Designed for business-critical deployments. Advanced support services, training and enablement materials, and enhanced adoption resources to deliver success.	Designed for mission-critical deployments. Includes all the benefits of premium success and more. Strategic enhanced support, tailored customer success and value accelerators to expedite success, meet your business outcomes and deliver faster ROI as well as value realization.

NB: Basic Success is for non-critical deployments and deemed unsuitable for UK government deployments.

1. Premium Success - Premium Success offers advanced Support Services to meet complex business requirements. Tailored for medium to large-scale enterprises, Premium Success Support Services offer 24x7 access to our support staff globally for critical issues to significantly mitigate against costly downtime and provides access to resources to deliver success through faster adoption.

Key service options:

- Global 24x7 support — for critical incidents
- Faster response
- Live assistance — with support experts
- Informatica Success Center and Learning Pass
- Critical activity support
- “Ask an expert” — scheduled consults with subject matter experts
- Customer success resources library
- Platform insights
- Upgrade intelligence
- Deployment automation

2. Signature Select - Designed for mission-critical deployments. Signature Select Support Services include all Premium Success features, plus proactive Support Services for mission-critical deployments. Recommended for large-scale enterprises where performance and latency are key

considerations, the program is designed for strategic customers with significant deployments aiming for faster value and business outcomes.

Key service options:

- Global 24x7 support — for all incidents
- Proactive support features
- Informatica Success Center and Master Pass
- Prioritized emergency bug fixes
- Emergency response team — dedicated team for business impacting incidents
- Value accelerators
- Personalized outcome-based success plans
- Key event management
- Business impact prioritization

More details can be found at https://www.informatica.com/content/dam/informatica-com/en/collateral/data-sheet/informatica-success-offerings_data-sheet_3511en.pdf and the latest Global Customer Support Guide is here: https://knowledge.informatica.com/s/article/DOC-3015?language=en_US

Outage and Maintenance Management

The Service will be available to Customer 24/7, 365 days per year, 99.50% of the time on a monthly basis, excluding scheduled maintenance windows and interruptions outside of Informatica's control. Informatica will endeavour to provide at least two (2) business days' notice of maintenance windows, and to conduct scheduled maintenance outside of Customer's customary daily working hours. Customer is responsible for maintaining access to the Internet and ensuring the access of its users. Informatica is not responsible for downtime or outages caused by Customer or its personnel, or for acts of God or force majeure. Should Informatica fail to meet this Service Level requirement in two (2) consecutive months, the Term will be extended at no additional cost to Customer for an additional two (2) weeks.

Financial Recompense Model for not Meeting Service Levels

Service Credits are available – see Service Constraints above for further details.

4. Provision of the service

Customer Responsibilities

Customer and its Users shall not, and shall not allow third parties to: (i) license, sublicense, lease, rent, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make available to any third party the Service, or the audio, graphical and textual information, documents, Technology (as defined in Section 4), products and services contained or made available to Customer in the course of using the Service (collectively, "Content") in any way unless such third parties are working on behalf of Customer as contractors or consultants and have been authorized by Customer to use the Service; (ii) modify or make derivative works based upon the Service or the Content (provided that configuring the Service within its policy parameters shall not constitute a modification or derivative work); (iii) use the Service as a service bureau or to provide a service directly or indirectly to third parties, including, without limitation, for the creation or manipulation of data to be sent to a third party (except for permitted end points) or for the processing of data provided by a third party; (iv) reverse engineer, adapt, translate, decompile, or otherwise derive the source code for the Secure Agent (except in the European Union, to the extent permitted by the 1991 Software Directive in order to achieve interoperability, but only after notifying Informatica and giving Informatica an opportunity to provide any necessary interoperability information), or access the Service in order to copy or imitate any ideas or features or Content, or build a product or service similar to the Service, or use similar features, software, functions or graphics as those of the Service, whether or not intended to compete with the Service; or (v) access the Service for purposes of monitoring its availability, performance or functionality, or for any other benchmarking or competitive purposes.

Customer and its Users shall not: (i) interfere with, intentionally overload or disrupt the integrity or performance of the Service or the Content contained therein; (ii) attempt to gain unauthorized access to the Service or its related systems or networks; (iii) transmit or store infringing, obscene, threatening, libellous, or otherwise unlawful or offensive data or material, or data that violates the privacy rights of any person; or (iv) transmit or store material containing software viruses, worms, Trojan horses or other harmful computer code, files, scripts, agents or programs.

Customer is responsible for all activity occurring under its Customer and User accounts and shall abide by all applicable local, state, national and international laws, treaties and regulations in connection with use of the Service, including those related to taxes, data privacy, and the transmission of technical or personal data. Customer shall: (i) protect the secrecy of Customer's authorized User ids and passwords; (ii) notify Informatica immediately of any unauthorized use of any User id or password or any other known or suspected breach of security; (iii) report to Informatica immediately and use reasonable efforts to stop any copying or distribution of Content not authorized by Informatica that is known or suspected by Customer or its Users; and (iv) not impersonate another Informatica customer or Service user or provide false identity information to gain access to or use the Service. Customer agrees that anyone who inputs a valid User id and password will be deemed an appropriate User unless and until Customer notifies Informatica to the contrary in writing.

Technical Requirements and Client-Side Requirements

The latest copy of the Product Availability Matrix (PAM) is maintained on the support site. It is advised to check online for the latest updates:
https://network.informatica.com/community/informatica-network/product-availability-matrices/

Outcomes/Deliverables

Outcomes:

- Enable access to trusted data for AI & analytics
- Modernisation to a new Cloud Data Warehouse and/or Data Lake / Lakehouse architecture
- Improve Customer Experience / better citizen outcomes and experience using actionable insights
- Implement data mesh and data products approach to support self-service / data democratisation initiatives
- Enable business agility and change
- Reduce cost to serve in service & improve efficiency

Development life cycle of the solution

Informatica has a development life cycle methodology with flexibility to adapt to each customer's needs.

After-sales Account Management

At Informatica we take a long-term partnership approach to our customer relationships. We place a high level of focus on customers successfully adopting and seeing value from the solutions they procure and have a desire to work hard to ensure this continues to be the case through the life of the contract and beyond

All customers are provided with an Account Manager who will act as the primary point of contact for any questions and queries the customer may have and will be responsible for building a long-term sustainable commercial and technical relationships between the two organisations. There are a wide range of resources that can be accessed by the Account Manager to support the customer and build trust these include

- Professional Services
- Technical Sales & Specialists
- Product Management
- Informatica Executives

In addition to the service provided by the Account Manager we provide additional support to all customers via a dedicated Customer Success function with a team of Customer Success Managers (CSMs) and Customer Success Technologists (CSTs) who are responsible for the following:

- Ensuring the successful adoption of Informatica Technologies
- Providing additional technical knowledge support for "How to" questions
- Ensuring the renewal process runs smoothly

- Providing an additional escalation route into Global Support when needed
- Providing guidance on training & education resources
- Providing support and assistance for any points of escalation seeing through to closure
- Coordinate partnership around technology collaboration and innovation projects
- Coordination of regular management updates
- Ensuring communication of latest product roadmap
- Ensuring customer strategy and key challenges are communicated to Informatica team

Termination Process

The Term is the time period specified in the applicable Exhibit A, commencing on the Effective Date. Upon the expiration of the Term this Agreement will terminate (except for provisions that survive termination) and Customer's access to the Service will cease, unless both parties have signed either a new Exhibit A for a renewal term or an extension to this Agreement.

Either party may terminate this Agreement upon written notice, if the other party: (a) breaches any of its material obligations hereunder and fails to cure such breach within thirty (30) days after written notice describing the breach; or (b) files for bankruptcy or is the subject of an involuntary filing in bankruptcy (in the latter case, which filing is not discharged within 60 days) or makes an assignment for the benefit of creditors or a trustee is appointed over all or a substantial portion of its assets.

Customer's failure to pay any amounts due on a timely basis will be deemed material breach of this Agreement. Accounts that have fallen into arrears are subject to interest at the rate of 1.5% per month on any outstanding balance, or the maximum permitted by law, whichever is less.

Alternatively, without terminating the Agreement, Informatica may suspend the Service until payment in full. Customer will continue to be charged Service fees during any period of suspension. If Informatica initiates termination of this Agreement for Customer's breach, Customer remains obligated to pay the balance due on Customer's account for the remainder of the Term then in effect, computed in accordance with Exhibit A, and will be billed for such unpaid fees. Informatica reserves the right to impose a reconnection fee in the event Customer's Service is suspended and Customer thereafter requests access to the Service. If Customer duly terminates the Agreement for uncured material breach by Informatica, in which event Customer shall be entitled to reimbursement on a pro-rated basis of that portion of Customer's prepayment for the Service which covers any time period beyond the termination date.

Any unauthorised use of the Service, Content or any component thereof will be deemed a material breach of this Agreement. In addition, without terminating the Agreement, Informatica, in its sole discretion, may terminate a User's password(s), account(s) or use of the Service if such User breaches this Agreement. Upon termination or expiration of the Agreement, in the event that Informatica has any Customer Data, Customer agrees that Informatica has no obligation to retain the Customer Data, and may delete such Customer Data.

Upon termination of the Agreement, Customer shall immediately cease use of all Content and downloadable components, including without limitation the Secure Agent, destroy any copies

Customer or its Users may have made thereof and, if requested by Informatica, certify in writing that Customer has done so.

5. Contact Us

Gcloud@agile.co.uk

www.agile.co.uk

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