



SUPPLIER LICENSE TERMS - INFORMATICA LICENSE AND SERVICES AGREEMENT

This Informatica License and Services Agreement ("ILSA") is entered into between Informatica and the Customer as of the last date signed ("Effective Date"). All headings are for ease of reference and convenience only, and do not affect interpretation.

1. SCOPE OF USE

Definitions:

Cloud Services means Informatica-branded offerings made available to Customer on demand via the Internet from equipment owned or operated by or for Informatica.

Customer refers to the party identified in the signature block or its Affiliates. Customer may also be referred to as "You" or "Your."

Informatica refers to the Informatica legal entity entering into the ILSA or its Affiliate, who may also be referred to as "We," "Us" or "Our."

Products means Software and Cloud Services.

1.1. Transaction Documents. Customer can acquire Product Subscriptions and Support Services identified on an order form ("Order") and Professional Services and Education Services as specified in an Order or Statement of Work ("SOW"). Each Order or SOW is a separate contractual commitment. Customer and/or its Affiliates may enter into an Order or SOW with Informatica and/or its Affiliates under this ILSA. "Affiliate" is any corporation or other business entity which controls, is controlled by or is under common control with a party through the ownership of more than fifty percent (50%) of the outstanding voting stock of the controlled corporation or more than fifty percent (50%) of the equity interests of a non-corporate entity.

1.2 Cloud Services. When Customer enters into an Order for Cloud Services, Informatica gives Customer a non-exclusive, non-transferable, worldwide access by Customer's authorized users ("Users") to use the Cloud Services and any associated Software during the term set forth in the Order ("Order Term"), subject to the terms of the Agreement (as defined in Section 1.4 below). Cloud Services offerings may include a limited-use subscription to on-premise Software, and use of that Software must comply with all applicable terms. Cloud Services will be available as set forth in the Service Level Commitment attached as appendix 1. Customer must protect the secrecy of user IDs and passwords and notify Informatica promptly of any suspected breach of security or unauthorized use, copying or distribution.

1.3 Software. When Customer enters into an Order for Software, Informatica grants Customer a non-exclusive, non-transferable, non-sublicensable license for the Order Term to use, in object code format, the Software identified in the Order and any associated Support Services, subject to the terms of the Agreement. Except for a reasonable number of copies solely for backup, the number of copies of Software installed by Customer, must not exceed the quantities licensed by Customer. All titles, trademarks and copyright and restricted notices must be reproduced in any copies.

1.4 Usage Requirements. Products and Services shall be used solely for Customer's internal data processing and computing needs in accordance with the terms of this ILSA, the applicable Order, and the applicable provisions in the Informatica Cloud and Product Description Schedule referenced in the applicable

Professional Services and **Education Services** mean consulting and training services, respectively.

Services means Support Services, Professional Services or Education Services, as applicable.

Software means Informatica-branded computer programs that may be installed on equipment owned or operated by Customer or a third party on Customer's behalf.

Support Services means, as applicable to Customer Order, access to the Informatica help desk and to updates, upgrades, patches, and bug fixes to Products.

Order, and if the Products or Services include the processing of personal data by Informatica, the data processing agreement in Appendix 2 (collectively, the "Agreement"). Customer shall not (a) make the Products and Services available to unauthorized third parties; (b) use the Products for outsourcing or service bureau purposes; (c) use the Products and Services in a manner that infringes the rights of Informatica or third parties, or otherwise use the Products or Services that is unlawful in any geography from which the Products or Services are accessed or used; (d) distribute, sell, sublicense, subcontract or otherwise transfer copies of or rights to the Products or Services or any portion thereof; (e) use the artificial intelligence (AI) features of the Products and Services in a manner that (i) would impose legal or other significant effects on individuals or (ii) may result in the AI features or resulting AI system being deemed high risk or equivalent under applicable law; (f) exceed any applicable usage or storage capacity limit; (g) damage, disable, overburden, impair, interfere with, or disrupt the Cloud Services; or attempt to gain unauthorized access to any systems or networks connected to them; or (h) use the Products or Services except as expressly permitted. No third-party software that is provided with the Products may be used independently from the Products. Unless otherwise mutually agreed in writing and except as specified by law, Customer agrees not to adapt, translate, reverse engineer, decompile or otherwise derive the source code for Products or any of the related features of the Products or to allow third parties to do so. Customer cannot use the Products or Services for benchmarking or other competitive purposes.

1.5 Service Providers. Customer may allow its external service provider(s) ("Service Provider(s)") to use the Products and Services on Customer's behalf in accordance with the Agreement, and no duplication of the quantities of Products is permitted. Customer is responsible for each Service Provider's compliance with the Agreement.

1.6 Documentation. Customer can print a reasonable number of copies of the standard documentation provided with the Products ("Documentation") solely for internal use.

1.7 Proprietary Rights. Informatica owns all patent, copyright, trade secret, trademark, and other proprietary rights, in and to (a) the Products and Services and any corrections, bug fixes,

enhancements, updates or other modifications and derivatives, to the Products and Services and deliverables; and (b) all pre-existing and independently developed Informatica furnished technology and materials, and all modifications and derivatives thereof. Informatica reserves all rights not expressly granted to Customer.

- 1.8 **Customer Data.** Customer owns and controls all data Customer submits to the Products or Services for processing ("Customer Data"). Customer (a) has sole responsibility for the accuracy, quality, integrity, legality, reliability, and appropriateness of, and intellectual property rights in, all Customer Data, the use of AI generated outputs relating to Customer Data, and the jurisdiction from which Customer Data originates; (b) shall backup Customer Data; and (c) shall ensure that provision of Customer Data to Informatica for processing complies with all applicable laws. Cloud Services do not transfer Customer Data to Informatica systems other than the data center from which the Cloud Services are provided to Customer except as expressly described in Appendix 3 'Data Processing and Storage', 'CLAIRE GPT and CLAIRE Copilots Use of Microsoft Azure OpenAI and Claude on Amazon Bedrock', 'CLAIRE GPT and CLAIRE Copilots Metadata Transfer' sections.

Customer approves of the Subprocessors set forth in Appendix 4. Informatica has entered into a written agreement with those Subprocessors to apply applicable obligations. If Informatica appoints any new Subcontractors, the Customer approval process documented in Appendix 2 shall apply

- 1.9 **Usage Information.** Software will automatically transmit to Informatica information about the computing and network environment in which the Software is deployed including IP address and the data usage and system statistics of the deployment. This information will be used to improve the customer experience including facilitation of Support Services and deployment and usage analysis. Customer may disable the Software's collection of such information by following instructions available upon installation and in the Documentation. Cloud Services will automatically collect information about the operation, organization, and use of the Cloud Services, including Metadata as described in the Cloud and Support Security Addendum (available in Appendix 3). This information will be used to improve the customer experience including facilitation of Support Services, deployment and usage analysis, and usage suggestions. Subject to Customer's opt-out rights, Customer Business Metadata and Technical Metadata that does not include personal information will be used to improve the Software and Cloud Services, including training AI features. Collection of this information by Cloud Services, including any associated Software, is necessary to provide the Cloud Services and cannot be disabled.

- 1.10 **Privacy and Security.** Informatica follows the privacy policy available on its website. Cloud Services may use third-party infrastructure independently audited and certified as SOC 2 compliant. Informatica processes Customer Data via the Products and Services consistent with the terms of the Agreement and Customer's reasonable instructions. Informatica may transfer Customer Data to subprocessors in connection with Informatica's provision of the Cloud Services as specified in appendix 5 and will prohibit them from using Customer Data in a manner inconsistent with this Agreement and the applicable Order or SOW. Informatica will maintain reasonable administrative, physical, and technical safeguards for protection of the security, confidentiality and integrity of Customer Data as described in the Security Addendum. Those safeguards will include measures for preventing access, use, modification, and disclosure of Customer Data except (a) to

provide the Products and Services, (b) as permitted under this Agreement, or (c) as compelled by law.

- 1.11 **Evaluation** Informatica may offer optional evaluations, including for beta testing, in a nonproduction instance only for Customer's internal evaluation purposes using test data for the time period designated in the applicable Order (or (30) days if no specific time period is designated). Evaluation Products and Services may be incomplete or include features not included in the later commercially available version. Evaluation Products and Services are made available "as is" without warranty, indemnity, Service Level Commitment, or Support Services.

2. SUPPORT SERVICES

Subject to payment of the applicable Support Services fees ("Support Fees"), Informatica will provide the Support Services for the Products as set forth in the Order and the Informatica Global Customer Support Guide available in Appendix 5.

3. FEES, CHARGES, TAXES AND DELIVERY

- 3.1 **Initial Fees.** Except as otherwise provided in the applicable Order, (a) Informatica will send Customer an invoice for the initial Products and Services Fees upon execution of the Order; (b) in cases of a multi-year Order Term, Informatica will invoice Customer before each anniversary of the Order's effective date; and (c) Orders placed through a marketplace will be invoiced per the marketplace payment terms; and (d) Orders through a transaction partner will be invoiced by Informatica to the transaction partner and Customer will pay the transaction partner.
- 3.2 **Renewals.** Except as otherwise provided in the applicable Order, Informatica will (a) send Customer a quote ("Renewal Quote") approximately sixty (60) days prior to the end of the Order Term of the then-current Order and (b) invoice the Customer upon execution of the renewal Order ("Renewal Order") in accordance with Section 3.1.
- 3.3 **No Modifications.** Except as otherwise provided in an applicable Order, (a) quantities and duration may not be decreased during the applicable term of an Order ("Order Term"), and (b) all payment obligations for the Order Term are non-cancelable and non-contingent and all amounts paid are nonrefundable except as expressly set forth in this ILSA.
- 3.4 **Timing.** All invoices for Products and Services are due and payable within thirty (30) days of receipt. If Informatica does not receive timely payment, Informatica reserves the right to (i) charge a late fee equal to the lesser of one percent (1%) per month or the maximum amount allowed by law in addition to Informatica's cost of collection, and (ii) suspend the impacted Product or Service until payment is received.
- 3.5 **Review.** Informatica may, on at least ten (10) business days' prior written notice and not more than once every twelve (12) months, during Customer's normal business hours, review and validate Customer's compliance with the Agreement and deployment of the Products. Customer agrees to provide accurate and complete information within ten business (10) days of Informatica's request in a form and format reasonably satisfactory to Informatica, and to immediately remit to Informatica any shortfall in payment disclosed by the review including any late charges
- 3.6 **Taxes.** Customer shall pay applicable sales, use, goods, and services, value-added, or equivalent "indirect" taxes and duties unless Customer gives Informatica timely evidence of exemption as prescribed by the tax authorities. Informatica shall ensure invoices state taxes separately and meet local

statutory invoicing requirements to enable Customer to seek recovery of the indirect taxes collected and remitted by Informatica.

- 3.7 **Delivery** The Products, Documentation, and all Support Services shall be delivered electronically.

4. CONFIDENTIALITY

- 4.1 For purposes of this Agreement, the party disclosing Confidential Information is referred to as "Disclosing Party" and the party receiving Confidential Information is referred to as "Receiving Party." "Confidential Information" means the Products, Services, Documentation, all related technical and financial information, including the terms of this Agreement, and any nonpublic information, technical data or know-how, including, without limitation, that which relates to technology or the Documentation, specifications, source code, object code, research, inventions, processes, evaluations, designs, drawings, engineering, products, services, customers, company structure/ownership, plans, markets, human resources, and financial information of either Party which (i) has been marked as confidential; (ii) is identified as confidential at the time of disclosure either orally or in writing; or (iii) due to its character and nature, a reasonable person under like circumstances would understand to be confidential.
- 4.2 Confidential Information shall not include information which (a) Receiving Party can demonstrate was already rightfully in its possession, without confidentiality obligations; (b) is or becomes publicly available without Receiving Party's breach of any obligation owed to Disclosing Party; (c) is disclosed to Receiving Party, without confidentiality obligations, by a third party who has the right to disclose such information; or (d) Receiving Party can demonstrate was independently developed without reliance on any Confidential Information of Disclosing Party, provided that if only part of any Confidential Information falls within one or more of the exceptions set out in this Section 4.2, the remaining part of the Confidential Information shall continue to be subject to the restrictions set forth in this Agreement.
- 4.3 Receiving Party: (a) may use Confidential Information solely for the purposes of this Agreement; (b) shall ensure only its employees, agents contractors and contract partners who have a need to know have access to the Confidential Information of Disclosing Party and that they are obligated to maintain the confidentiality of the Confidential Information in accordance with this Agreement; (c) shall exercise at least the same degree of care, but not less than reasonable care, to safeguard the confidentiality of the Confidential Information as Receiving Party would exercise to safeguard its own Confidential Information; and (d) may disclose Disclosing Party's Confidential Information to the extent required by a valid order by a court or other governmental body or by applicable law, provided, however, that Receiving Party will use all reasonable efforts to notify Disclosing Party of the obligation to make such disclosure in advance of the disclosure and further provided Receiving Party shall otherwise continue to treat the Confidential Information in accordance with this Agreement. Receiving Party's obligations shall also be applicable to Confidential Information disclosed by Disclosing Party to Receiving Party prior to the execution of this Agreement, or any Order or SOW. Receiving Party will return any tangible materials containing Confidential Information, and any copies or reproductions thereof, to Disclosing Party within ten (10) days after Disclosing Party's written request. Receiving Party agrees to undertake whatever action is reasonably necessary to remedy any breach of Receiving Party's confidentiality obligations or any other unauthorized disclosure

or use of the Confidential Information by Receiving Party, its employees, agents, or contractors.

5. PROFESSIONAL SERVICES AND EDUCATION SERVICES

- 5.1 **Professional Services and Education Services.** Informatica will provide Customer with Professional Services and Education Services described in the applicable Order or SOW.
- 5.2 **Scope, Fees, and Expenses.** Each Order or SOW shall contain the scope and charges for the applicable Professional Services or Education Services, which shall be provided on a time and materials basis unless otherwise specified. Customer will reimburse Informatica for reasonable travel and living expenses. Informatica can charge a reasonable fee per consultant if the Professional Services or Education Services are rescheduled less than three (3) business days prior to the scheduled date.
- 5.3 **Use of Materials Furnished with Professional Services and Education Services.** Customer has a non-exclusive, world-wide royalty-free license to use, copy and allow Customer's authorized users to use materials furnished by Informatica in connection with the Professional Services or Education Services (other than commercially available Informatica Products and Services, Documentation and Informatica training materials) solely as part of the project for which the material was delivered and in accordance with the terms of the Agreement and the applicable Order or SOW.

6. PERFORMANCE

6.1 Products:

- (a) The Cloud Services will be provided in a manner consistent with the applicable Documentation under normal use and circumstances during the Order Term.
- (b) The Software will operate in conformity with the then current standard Documentation (except for minor defects or errors not material to the core functionality of the Software under normal use and circumstances) for a period of ninety (90) days from the date of initial delivery of the Software.

If the Product does not perform as set forth above, Customer must tell Informatica so in writing during the applicable time period, and Informatica will use reasonable efforts to correct any deficiencies in the Product or replace it to remedy the nonconformity. Customer's sole and exclusive remedy, and Informatica's sole obligation in the event of nonconformity of the Product will be the correction of the condition making it nonconforming.

Customer must provide all information reasonably requested to enable Informatica to cure the nonconformity. The above remedies do not apply to defects resulting from accident, abuse, unauthorized repair, modifications, misapplication, or use of the Product that is otherwise materially inconsistent with the Documentation.

- 6.2 **Professional Services and Education Services.** Professional Services and Education Services will be provided in a professional manner. The Professional Services or Education Services will substantially conform to the agreed upon specifications set forth in the applicable Order or SOW. If Customer notifies Informatica of a nonconformity within thirty (30) days after delivery of the Professional Services, then at no additional cost, Informatica will promptly re-perform the applicable Professional Services, which is Customer's sole remedy.

6.3 EXCEPT AS EXPRESSLY SET FORTH ABOVE, THE PRODUCTS AND SERVICES PROVIDED UNDER THE AGREEMENT, INCLUDING WITHOUT LIMITATION ALL INFORMATICA CONTENT, ARE PROVIDED TO CUSTOMER STRICTLY ON AN "AS IS" BASIS. ALL CONDITIONS, REPRESENTATIONS AND WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, RELIABILITY, AVAILABILITY, QUALITY, SUITABILITY, ACCURACY, COMPLETENESS, OR INTEROPERABILITY ARE HEREBY DISCLAIMED TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW BY INFORMATICA AND ITS SUPPLIERS AND TRANSACTION PARTNERS.

7. INTELLECTUAL PROPERTY INDEMNIFICATION

- 7.1 If a third-party claim asserts that a Product or Service infringes the third party's patent, copyright, or trade secret, then Informatica will indemnify, defend, and hold Customer harmless from any fees, fines, or other amounts finally awarded by a court of competent jurisdiction or included in a settlement approved by Informatica, if Customer promptly notifies Informatica of the claim and upon request provides all reasonably relevant information and cooperation. Informatica has the right to control and direct the defense and settlement of the claim. Informatica has no responsibility for claims arising from (a) any modification or unauthorized use of the Product or Service; (b) Customer's failure to deploy updates available to customers current under Support Services; (c) a combination of the Product or Services with non-Informatica programs or items if the claim would have been avoided by using the Products or Services without such combination; or (d) Customer's instructions.
- 7.2 If a Product or Service is likely to or does become the subject of a claim of infringement, then Informatica may, at its sole option and expense: (a) modify the Product or Service to be non-infringing while preserving substantially equivalent functionality; (b) obtain for Customer a right to continue using the Product or Service; or (c) terminate the subscription to the Product which is the subject of the claim and refund any prepaid, unused fees for the remainder of its Order Term. The foregoing states Customer's sole and exclusive remedy with respect to any claim that a Product or Service infringes a patent, copyright, or trade secret.

8. TERM, TERMINATION; EFFECTS OF TERMINATION

- 8.1 **Order Term.** Unless otherwise stated in the Order, the Order Term for Software and Cloud Services Subscriptions and Support Services is the period specified in the applicable Order, commencing on the date of delivery.
- 8.2 Either party has the right to terminate this Agreement and any and/or all rights granted under this Agreement upon written notice to the other party if the other party: (a) is in default of any obligation hereunder which default is incapable of being cured, or which, being capable of being cured, has not been cured within thirty (30) days after receipt of written notice of such default; or (b) becomes insolvent, makes a general assignment for the benefit of creditors, suffers or permits the appointment of a receiver for its business or assets, becomes subject to any proceeding under any bankruptcy or insolvency law whether domestic or foreign, or has been liquidated, voluntarily or otherwise. A breach by either party of an Order or SOW is not automatically deemed to be a breach under any other Order or SOW or this Agreement.

- 8.3 Immediately upon termination, all rights hereunder and rights to use shall terminate, and Customer must stop using the Products and Services. Within five (5) days after termination Customer will de-install any Software and all copies and (a) return the Software and all copies or (b) destroy the Software and all copies and certify in writing that they have been destroyed.
- 8.4 Sections 1.8, 3, 4, 5.3, 6.3, 7.2 and 8 through 10 shall survive termination of this Agreement.

9. LIMITATION OF LIABILITY

- 9.1 EXCEPT FOR LIABILITY THAT CANNOT BE LIMITED OR EXCLUDED AS A MATTER OF LAW, BREACH OF, OR INDEMNITY FOR INFRINGEMENT OF, INTELLECTUAL PROPERTY RIGHTS, AND PAYMENT OBLIGATIONS (A) IN NO EVENT WILL EITHER PARTY OR INFORMATICA'S SUPPLIERS AND TRANSACTION PARTNERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING DAMAGES FOR LOSS OF PROFITS, OR REVENUE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES; AND (B) THE LIABILITY OF INFORMATICA AND ITS SUPPLIERS AND TRANSACTION PARTNERS TO CUSTOMER ARISING FROM THIS AGREEMENT OR THE USE OF THE PRODUCTS OR SERVICES, HOWEVER CAUSED, AND ON ANY THEORY OF LIABILITY, INCLUDING CONTRACT, STRICT LIABILITY, NEGLIGENCE OR OTHER TORT, SHALL NOT EXCEED TWELVE (12) MONTHS' FEES PAID FOR THE PRODUCTS OR SERVICES GIVING RISE TO THE APPLICABLE LIABILITY.

10. GENERAL

- 10.1. Subject to Customer's prior written consent, Informatica may include Customer name in a public list of current customers who use Informatica products.
- 10.2. Informatica will maintain insurance during the term of this Agreement in an amount satisfying applicable laws. Upon request, Informatica will provide Customer with proof of all applicable insurance coverages.
- 10.3. Neither party will be liable for non-performance or performance delays due to events or conditions beyond the affected party's control.
- 10.4. All terms and conditions of this Agreement shall be binding upon and inure to the benefit of the parties hereto and their successors and assigns. Informatica can assign, novate, or otherwise transfer its rights and obligations under this Agreement to an Affiliate or incorporate an Affiliate as a party to this Agreement or in connection with a merger, reorganization, acquisition, or other transfer of all or substantially all Informatica's assets or voting securities or for bona fide restructuring purposes. Customer may assign this Agreement, an Order, or an SOW with Informatica's prior consent.
- 10.5. This Agreement shall be governed by the law applicable in the country and/or state of Informatica, without regard to conflict of law provisions. The Parties acknowledge and agree that the Uniform Commercial Code is not applicable to transactions under this Agreement.
- 10.6. The waiver or failure of a party to exercise in any respect any rights provided for in this Agreement shall not be deemed a waiver of any further right under this Agreement. If any provision of this Agreement is declared by a court of competent jurisdiction to be invalid, illegal, or unenforceable,

such provision shall be severed from this Agreement and the other provisions shall remain in full force and effect.

- 10.7. Each party will comply with all applicable laws, rules, statutes, and regulations, including sanctions, export laws and anti-corruption legislation. Each party warrants that, to the best of its knowledge no money or other consideration of any kind paid or payable under this Agreement or by separate agreement is, has been or will be used for unlawful purposes, including purposes violating anti-corruption laws, including making or causing to be made payments to any employee of either party or anyone acting on their behalf to assist in obtaining or retaining business with, or directing business to, any person, or securing any improper advantage.

- 10.8. Informatica is an independent contractor, and Informatica personnel are not and shall not be considered employees or agents of Customer company for any purpose whatsoever.

- 10.9. This Agreement, the applicable Order and/or SOW, the Cloud and Product Description Schedules, and any exhibits entered into by the parties constitute the entire agreement between the parties with respect to the Products and Services, which supersedes and replaces any prior or contemporaneous understandings, oral or written, and all other communications between the parties, including provisions in a Customer Purchase Order, and which may not be amended except by a writing signed by both parties. Customer acknowledges that it has not relied on the availability of any future Upgrades, Products or Services in executing this Agreement. This Agreement may be executed via electronic signature.

INFORMATICA _____ ("Informatica") Address for Notice: _____ _____ _____ Attn: Legal Department legal@informatica.com Signed by the following authorized Informatica representative: Signature: _____ Name: _____ Title: _____ Date: _____	CUSTOMER: _____ ("Customer") Address for Notice: _____ _____ _____ Attn: _____ Signed by the following authorized Customer representative: Signature: _____ Name: _____ Title: _____ Date: _____
--	--

Appendix 1- Service Level Commitment

Service Level Commitment

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 ("Single Tenant 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/DOC-3015> 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.

Appendix 2 – Data Processing Agreement

DATA PROCESSING AGREEMENT

This Data Processing Agreement (the “DPA”) is incorporated into the agreement pursuant to which Customer obtains the right to use the Services (the “Master Agreement”) (collectively, the “Agreement”).

1. DEFINITIONS

1.1 “**CCPA**” means the California Consumer Privacy Act of 2018 as amended, including by the California Privacy Rights Act [1798.100 - 1798.199] and regulations adopted thereunder.

1.2 “**Data Protection Law**” means all data protection laws and regulations that apply to the Processing of Personal Data by Informatica under the Agreement, which may include, without limitation, GDPR, CCPA, and LGPD.

1.3 “**Data Subject**” means an identified or identifiable natural person to whom any Personal Data relates; 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.

1.4 “**GDPR**” means the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation).

1.5 “**Informatica**” means the applicable Informatica Group entity that entered into the Master Agreement.

1.6 “**Informatica Group**” means, collectively, Informatica LLC, Informatica Ireland EMEA UC, and their Affiliates.

1.7 “**LGPD**” means the Brazilian General Data Protection Law, Law No. 13,709, of August 14, 2018.

1.8 “**Personal Data**” means any data that the Customer submits using the Services for Informatica to Process on Customer’s behalf that is deemed “personal data” or “personal information” (or other analogous variations of such terms) under Data Protection Law.

1.9 “**Personal Data Breach**” means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Data.

1.10 “**Process**” or “**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.

1.11 “**Services**” means any of the following services provided by Informatica pursuant to the Master Agreement: (a) Informatica-branded product offerings made available via the Internet, as described in Annex I (“Scope of Processing”), (b) consulting or training services provided either remotely via the Internet or in person, and (c) any support services, including as applicable to your orders, access to Informatica’s help desk and to updates, upgrades, patches and bug fixes.

2. DATA PROCESSING AND PROTECTION

This DPA applies when Informatica Processes Customer’s data for which Informatica will act as “processor” or “service provider” (or other analogous variations of such terms) under Data Protection Law.

2.1 **Limitations on Use.** Informatica will Process Personal Data only: (a) in a manner consistent with documented instructions from Customer, including (i) to provide the Services, (ii) as permitted under the Agreement, including as specified in Annex I to this DPA, and (iii) consistent with other reasonable instructions of Customer; and (b) with prior notice (unless notice is legally prohibited), as required by applicable law.

2.2 **CCPA Compliance.** Without limiting the foregoing, Informatica will comply with all sections of the CCPA applicable to its role as a service provider and provide the same level of privacy protection as required by the CCPA. Informatica will notify Customer no later than five (5) business days after making a determination that it can no longer meet its obligations under the CCPA. Customer may, upon notice to Informatica, take reasonable and appropriate steps to stop and remediate unauthorized use of Personal Data. Informatica will not Process the Personal Data for any purpose other than as necessary for the specific purposes of performing the Services or as otherwise expressly permitted for service providers under the CCPA. In particular, Informatica will not sell or share the Personal Data as defined in the CCPA or combine it with any other personal data or information it collects (directly or via any other party) other than as expressly permitted for service providers under the CCPA.

2.3 **Confidentiality.** Informatica will subject persons authorized by Informatica to Process any Personal Data to appropriate confidentiality obligations.

2.4 **Security.** Informatica will protect Personal Data in accordance with requirements under Data Protection Law, including by implementing appropriate technical and organizational measures designed to protect Personal Data against Personal Data Breach per Informatica's Cloud and Support Security Addendum (current copy of which is available here: <https://www.informatica.com/content/dam/informatica-com/en/docs/legal/online-cloud-and-support-security-addendum.pdf>).

2.5 **Return or Disposal.** At the choice of Customer, Informatica will delete or return (or will enable Customer to delete or retrieve) all Personal Data after the end of the provision of Services (unless applicable law requires Informatica to store any Personal Data, in which case Informatica will continue to protect the Personal Data in accordance with the terms of this DPA).

2.6 **Customer Obligations.** Customer will not instruct Informatica to perform any Processing of Personal Data that violates any Data Protection Law. Informatica may suspend Processing based upon any Customer instructions that Informatica reasonably suspects violate Data Protection Law. Subject to the cooperation of Informatica as specified in this DPA, Customer will be solely responsible for safeguarding the rights of Data Subjects, including determining the adequacy of the security measures in relation to Personal Data and providing any necessary notice to or obtaining any necessary consent from Data Subjects regarding the Processing.

3. DATA PROCESSING ASSISTANCE

3.1 **Data Subject's Rights Assistance.** Taking into account the nature of the Processing of Personal Data by Informatica under the Agreement, Informatica will provide reasonable assistance to Customer by appropriate technical and organizational measures, insofar as possible and as necessary, for the fulfilment of Customer's obligations to comply with requests for exercising Data Subject's rights under Data Protection Law with respect to Personal Data solely to the extent Customer does not have the ability to address such Data Subject request without such assistance using functionality provided in the Services. Customer will inform Informatica of any such request and provide any information necessary for Informatica to meet its obligations. Informatica will promptly inform Customer of any Data Subject request relating to Processing of Personal Data that it receives directly from a Data Subject.

3.2 **Security Assistance.** To assist Customer in its efforts to ensure compliance with the security requirements under Data Protection Law, Informatica has made available to Customer its Cloud and Support Security Addendum per section 2.4 above.

3.3 **Data Protection Impact Assessment Assistance.** Taking into account the nature of Informatica's Processing of Personal Data and the information available to Informatica, Informatica will provide reasonable assistance to Customer as required for Customer to comply with its obligations to conduct data protection impact assessments if required under Data Protection Law in connection with Informatica's Processing of Personal Data under the Agreement.

3.4 **Personal Data Breach Notice and Assistance.** Informatica will notify Customer without undue delay after becoming aware of a Personal Data Breach. Taking into account the nature of Processing and the information available to Informatica, Informatica will provide reasonable assistance to Customer as may be necessary for Customer to satisfy any notification obligations required under Data Protection Law related to any Personal Data Breach.

4. SECURITY AND PRIVACY AUDITS.

Upon Customer's request not more than once annually, Informatica will make available to Customer all information necessary to demonstrate compliance with its obligations under this DPA and allow for and contribute to audits as follows. Informatica will deliver under non-disclosure obligations a copy of Informatica's most recent SOC 2 Type 2 audit report. To the extent Customer's information security questionnaire (the "Customer Questionnaire") requests additional information, Informatica will provide its pre-populated industry standard information security questionnaire, such as CAIQ, SIG, or TruSight/CyberGRX, (the "Informatica Questionnaire") for Customer's review. Informatica will provide additional information requested in the Customer Questionnaire to the extent not provided in the Informatica Questionnaire.

Subject to payment of applicable additional fees, and to the extent necessary to address issues not covered by the SOC2 Type 2 audit report, the Informatica Questionnaire, and additional information previously provided, Customer or a third party auditor reasonably acceptable to Informatica may conduct an audit of records of Informatica's security and privacy practices as required by a supervisory authority or Data Protection Law. Such audit shall (i) be scheduled on at least 45 days advance notice for a mutually agreed duration at a mutually agreed date and time; (ii) occur during Informatica's normal business hours; (iii) be permitted only to the extent required to assess Informatica's compliance with this DPA; (iv) comply with the policies, procedures, and other restrictions reasonably imposed by Informatica and, if applicable, the Subprocessor; and (iv) not unreasonably interfere with Informatica's business activities. Customer and its third party auditor will not be entitled to access information subject to third-party confidentiality obligations. Customer will provide written communication of any audit findings to Informatica, and the results of the audit will be the confidential information of Informatica.

5. SUBPROCESSORS

Customer authorizes Informatica to use Informatica's Affiliates and third-party subprocessors to Process Personal Data in connection with the provision of Services to Customer ("Subprocessor"). Customer may view the list of current Subprocessors at the following link: <https://www.informatica.com/legal/informatica-subprocessors.html>. Informatica will notify Customer of any intended changes concerning the addition or replacement of its Subprocessors and provide Customer with the opportunity to object to such changes. If Customer reasonably objects to a Subprocessor, Customer must inform Informatica within ten (10) days. If Informatica is unable to resolve Customer's objection, either party may, upon notice and without liability, terminate the Services that use the objected-to Subprocessor. Informatica will impose data protection obligations upon any Subprocessor that are no less protective than those included in this DPA. Informatica shall remain liable to Customer for a Subprocessor's failure to fulfill its data protection obligations.

6. DATA TRANSFERS

Personal Data may be transferred as described in the Data Transfer Addendum to this Data Processing Agreement.

7. MISCELLANEOUS

If there is a conflict this DPA will prevail over the Master Agreement with respect to the subject matter of this DPA. Capitalized terms not defined in this DPA have the same meaning as in the Master Agreement. Except as otherwise stated in the Master Agreement, this DPA will automatically terminate upon the termination or expiration of the Master Agreement.

IN WITNESS WHEREOF, each party has caused this DPA to be signed and delivered by its duly authorized representative.

_____ ("Customer")

By: _____

Name:

Title:

Date:

Informatica [INSERT ENTITY] (on behalf of itself and as agent on behalf of its Subsidiaries)

By: _____

Name:

Title:

Date:

DATA TRANSFER ADDENDUM TO DATA PROCESSING AGREEMENT

Informatica may transfer Personal Data to the processing locations identified in section 5 (“Subprocessors”). Informatica Cloud Services will transfer Personal Data to such locations outside the point of delivery only as instructed by Customer or as explicitly stated in Informatica’s Cloud and Support Security Addendum.. This Addendum only applies to the transfer of Personal Data from the following jurisdictions to a third country that has not been deemed adequate by the applicable data protection authority. For each applicable version of the Standard Contractual Clauses between Informatica and Customer contemplated in this Addendum: (a) Customer and Informatica are deemed to have executed the Standard Contractual Clauses as of the effective date of this DPA; and (b) Customer is the “data exporter” and Informatica is the “data importer”. Upon written notice to Customer, Informatica may substitute the Standard Contractual Clauses with an alternative lawful transfer mechanism. The applicable Standard Contractual Clauses and BCRs as applicable will prevail over this DPA.

Transfers from the EEA. Informatica will conduct the transfer of Personal Data from the EEA pursuant to the Informatica Processor Binding Corporate Rules accessible on Informatica’s website (“the BCRs”) at <https://www.informatica.com/binding-corporate-rules.html>. The BCRs are incorporated by reference into this DPA and enforceable by Customer with respect to Informatica.

Transfers from Switzerland. Informatica will conduct the transfer of Personal Data from Switzerland pursuant to the standard contractual clauses adopted by the European Commission as of June 4, 2021, the text of which is available at: <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021D0914&from=EN> (the “EU Standard Contractual Clauses”) or any other data transfer mechanism permitted under Data Protection Law of each applicable jurisdiction, such as binding corporate rules. With respect to the EU Standard Contractual Clauses, the following apply if Informatica is an entity outside Switzerland: (i) Module Two (controller to processor); (ii) Annexes I and II attached hereto; (iii) “Member State” refers to the country from which the Personal Data originates ; (iv) “jurisdiction” and “supervisory authority” refer to the respective data protection authority that enforces Data Protection Law; (v) Clause 7; (vi) in Clause 9, option 2 for general written authorization with a time period of thirty days; (vii) in Clause 11, the optional text is not included; (viii) in Clauses 17 and 18, selecting option 2 and specifying Switzerland or Brazil, respectively, for Personal Data subject to the Swiss Data Protection Act; and (vii) references to the GDPR and “that Regulation” will be read as references to the relevant provisions of the Swiss Data Protection Act. With respect to a transfer from Informatica to a Subprocessor pursuant to the EU Standard Contractual Clauses, Informatica will conduct the transfer under Module Three (processor to processor) and Informatica shall be the “data exporter” and the Subprocessor shall be the “data importer.”

Transfers from the United Kingdom. Informatica will conduct the transfer of Personal Data from the UK pursuant to the EU Standard Contractual Clauses supplemented by the UK International Data Transfer Addendum to the EU Commission Standard Contractual Clauses, the text of which is available at: <https://ico.org.uk/media/for-organisations/documents/4019483/international-data-transfer-addendum.pdf> ("International Data Transfer Addendum") (together with the EU Standard Contractual Clauses, the "UK Standard Contractual Clauses") or any other data transfer mechanism permitted under UK Data Protection Law, which may include binding corporate rules. With respect to the UK International Data Transfer Addendum, the following selections and content shall apply: (i) Table 1 shall consist of the content in Sections A-B of Annex I attached hereto; (ii) for Table 2, the Approved EU SCCs are selected with the following modules, clauses, or optional provisions applied: (a) Module Two (controller to processor); (b) Clause 7; (c) in Clause 9, option 2 for general written authorization with a time period of thirty (30) days; and (d) in Clause 11, the optional text is not included; (iii) Table 3 shall consist of the content in Annex I (Sections A-B) and Annex II of this DPA; and (iv) for purposes of Table 4, neither Party may end the Addendum except by mutual agreement.

Transfers from Brazil. Informatica will conduct the transfer of Personal Data from Brazil pursuant to the [standard contractual clauses adopted by the Board of Directors of the Brazilian Data Protection Authority under Resolution CP/ANPD No. 19 of 23 August 2024 approving the Regulation on Intentional Data Transfers, the text of which is available at https://www.in.gov.br/en/web/dou/-/resolucao-cd/anpd-n-19-de-23-de-agosto-de-2024-580095396](https://www.in.gov.br/en/web/dou/-/resolucao-cd/anpd-n-19-de-23-de-agosto-de-2024-580095396) (the "Brazilian Standard Contractual Clauses") or any other data transfer mechanism permitted under LGPD. With respect to the Brazilian Standard Contractual Clauses, the following sections and content shall apply: (i) Clause 1.1 – Identification of the Parties will consist of the content in Annex I.A – List of Parties of this Agreement; (ii) Clause 2.1 – Description of the international data transfer will consist of the content in Annex I.B – Description of Transfer of this Agreement; (iii) Clause 3 – Onward Transfers, option B is selected for 3.1 and will consist of the content in Annex I.B – Description of Transfer of this Agreement; (iv) Clause 4 – Responsibilities of the Parties, Option A is selected and the obligations in 4.a, 4.b and 4.c are designated to the Data Exporter; and (v) Section III will consist of the content in Annex II of this Agreement.

Transfers from Turkey. Informatica will conduct the transfer of Personal Data from Turkey pursuant to the [standard contractual clauses adopted by the Personal Data Protection Board under the By-Law on the Procedures and Principles for the Transfer of Personal Data Abroad the text of which is available at https://www.kvkk.gov.tr/Icerik/7991/Standard-Contracts](https://www.kvkk.gov.tr/Icerik/7991/Standard-Contracts) (the "Turkish Standard Contractual Clauses") or any other data transfer mechanism permitted under the Protection of Personal Data No. 6698 dated April 7, 2016 ("Turkish Data Protection Law"). With respect to the Turkish Standard Contractual Clauses, the following sections and content shall apply: where the Customer is acting as a Data Controller: (1.i) the Standard Contract – 2 For the Transfer of Personal Data Abroad (From Controller to Processors) applies to the Agreement between the parties and is hereby deemed to be executed by the parties and incorporated into this DPA; (1.ii) Clause 8 – Sub-Processors, option 2 is selected and the specified time period shall be thirty (30) days; (1.iii) Appendix, Annex 3 will consist of the content available at <https://www.informatica.com/legal/informatica-subprocessors.html>; (1.iv) Clause 10 – Redress, the optional provision is excluded; (1.v) Clause 16 – Notification of the Contract to Authority is included and Data exporter is selected for notification to the Authority; (1.vi) the details of the Data Exporter and Data Importer shall consist of the content in Annex I.A – List of Parties of this Agreement; (1.vii) Appendix, Annex I will consist of the content in Annex I.B – Description of Transfer of this Agreement; and (1.viii) Appendix, Annex II will consist of the content in Annex II of this Agreement; (2) where the Customer is acting as a Data Processor: (2.i) the Standard Contract – 3 For the Transfer of Personal Data Abroad (From Processors to Processors) applies to the Agreement between the parties and is hereby deemed to be executed by the parties and incorporated into this DPA; (2.ii) Clause 8 – Sub-Processors, option 2 is selected and the specified time period shall be thirty (30) days; (2.iii) Appendix, Annex 3 will consist of the content available at <https://www.informatica.com/legal/informatica-subprocessors.html>; (2.iv) Clause 10 – Redress, the optional provision is excluded; (2.v) Clause 16 – Notification of the Contract to Authority is included and Data exporter is selected for notification to the Authority; (2.vi) the details of the Data Exporter and Data Importer shall consist of the content in Annex I.A – List of Parties of this Agreement; (2.vii) Appendix, Annex I will consist of the content in Annex I.B – Description of Transfer of this Agreement; and (2.viii) Appendix, Annex II will consist of the content in Annex II of this Agreement. Upon request of the Customer, Informatica will sign an identical copy of the Turkish Standard Contractual Clauses for the Customer to submit to the Authority in accordance Clause 16 of the Turkish Standard Contractual Clauses. Customer will be responsible for notifying the Turkish Personal Data Protection Authority of the use of the Turkish Standard Contractual Clauses and of any changes to the Turkish Standard Contractual Clauses between the parties as required by law.

Transfers from Kingdom of Saudi Arabia. Informatica will conduct the transfer of Personal Data from the Kingdom of Saudi Arabia pursuant to the [standard contractual clauses adopted by the Saudi Data & AI Authority \(SDAIA\) under the Regulation of Personal Data Outside the Kingdom the text of which is available at https://sdaia.gov.sa/Documents/StandardContractualClausesForPersonalDataTransferEN.pdf](https://sdaia.gov.sa/Documents/StandardContractualClausesForPersonalDataTransferEN.pdf), including any updated, amended, or subsequent version thereof approved by the respective data protection authority, (the "Kingdom of Saudi Arabia Standard Contractual Clauses") or any other data transfer mechanism permitted under the Personal Data Protection Law issued pursuant to Royal Decree No. (M/19) dated 9/2/1443 AH and its amendments. With respect to the Kingdom of Saudi Arabia Standard Contractual Clauses, the following sections and content shall apply: (1) where the Customer is acting as a Data Controller: (1.i) the Second Template: Controller to Processor applies to the agreement between the parties and is incorporated into this DPA; (1.ii) Appendix 1 will consist of the content in Annex I.A – List of Parties of this Agreement; (1.iii) Appendix 2 will consist of the content in Annex I.B – Description of Transfer of this Agreement and (1.iv) Appendix 3 will consist of the content in Annex II of this Agreement; (2) where the Customer is acting as a Data Processor: (2.i) the Third Template: Processor to Processor applies to the agreement between the parties and is incorporated into this DPA; (2.ii) Clause 9.A – Sub-Processor Appointment, the time period specified will be thirty (30) days (2.iii) Appendix 1 will consist of the content in Annex I.A – List of Parties of this Agreement; (2.iv) Appendix 2 will consist of the content in Annex I.B – Description of Transfer of this Agreement and (2.v) Appendix 3 will consist of the content in Annex II of this Agreement

Annex I - Scope of Processing

A. LIST OF PARTIES

Data exporter(s): [Identity and contact details of the data exporter(s) and, where applicable, of its/their data protection officer and/or representative in the European Union]

Name:

Address:

Contact person's name, position and contact details:

Activities relevant to the data transferred under these Clauses: Customer utilizes the Services specified in the Master Agreement and is responsible for use of the Services in accordance with applicable documentation.

Signature and date:

Role (controller/processor): Controller

Data importer(s): [Identity and contact details of the data importer(s), including any contact person with responsibility for data protection]

Name: Informatica LLC

Address: 2100 Seaport Blvd., Redwood City, CA 94063

Contact person's name, position and contact details: Joseph Bracken, VP, jbracken@informatica.com for Informatica

Activities relevant to the data transferred under these Clauses: Informatica Processes Personal Data for the subject matter specified under the Master Agreement and until the Master Agreement terminates or expires, unless otherwise agreed upon by the parties in writing. In particular, the subject matter is determined by the Service(s) to which Customer subscribes and the data which Customer uploads to the Service.

Signature and date:

Role (controller/processor): Processor

B. DESCRIPTION OF TRANSFER

Categories of data subjects whose personal data is transferred

Customer controls the categories of Data Subjects to which the Personal Data relates. For instance, Customer may Process via the Services Personal Data that relates to its current or prospective customers, employees or business partners.

Categories of personal data transferred

Other than in connection with Data-as-a-Service Address Content and Web Services, Customer controls the types of Personal Data uploaded via the Services for Processing. Data-as-a-Service Address Content and Web Services may Process postal addresses, email addresses, and/or telephone numbers, in accordance with the specific Service to which Customer subscribes.

Sensitive data transferred (if applicable) and applied restrictions or safeguards that fully take into consideration the nature of the data and the risks involved, such as for instance strict purpose limitation, access restrictions (including access only for staff having followed specialised training), keeping a record of access to the data, restrictions for onward transfers or additional security measures.

None anticipated, but Customer controls the types of Personal Data processed via the Services.

The frequency of the transfer (e.g. whether the data is transferred on a one-off or continuous basis).

Customer will determine the frequency of Personal Data transferred but such transfers are anticipated on a continuous basis during the term of the Services provided under the Master Agreement.

Nature of the processing

The nature and purpose of Processing is determined by the Service(s) to which Customer subscribes and the data which Customer uploads to the Service. For instance, the Services constitute providing and improving one or more of the following:

1. Data Integration Cloud Services Process data uploaded to the Service, including Personal Data if uploaded, to connect, transform, and integrate data, applications, and processes across on-premise and cloud systems.
2. Data Management, Quality, and Governance Cloud Services Process data uploaded to the Service, including Personal Data if uploaded, to help Customer understand and enrich data, to help ensure that data are relevant and trustworthy, and to help optimize compliance and business value from data.
3. Infrastructure Hosting Services Process data uploaded to the Service, including Personal Data if uploaded, in accordance with the function performed by the Informatica software product that Informatica is hosting for Customer.
4. Data-as-a-Service Address Content and Web Services (including Address Verification, Email Verification, Global Phone Number Validation, and SMS Alerts and Notifications) Process data uploaded to the Service, including Personal Data if uploaded, to help verify and enrich contact data.

Purpose(s) of the data transfer and further processing

The purpose of Processing is determined by the Service(s) to which Customer subscribes and the data which Customer uploads to the Service.

The period for which the personal data will be retained, or, if that is not possible, the criteria used to determine that period

Data exporter will determine the period required for Personal Data to be retained depending on the purpose of Processing. Data importer will return or destroy Personal Data within sixty (60) days after the expiration or termination of Services, unless otherwise required to be retained by applicable law or legal order.

For transfers to (sub-) processors, also specify subject matter, nature and duration of the processing

The subject matter, nature and duration of processing involving Informatica's sub-processors is dependent upon the Service to which the Customer Subscribes. For instance:

- For Cloud Services and Infrastructure Hosting Services, Informatica's sub-processors provide infrastructure services (such as cloud hosted data storage) and process encrypted Personal Data that the Customer uploads for the duration of the Services under the Master Agreement.
- For Data-as-a-Service Address Content and Web Services, Informatica's sub-processors Process Personal Data uploaded by the Customer in order to provide the Services for the duration of the Services under the Master Agreement.
- For professional and support Services, Informatica's sub-processors Process Personal Data if provided by the Customer in order to provide the professional or support Services under the Master Agreement and for the duration of the particular engagement. Personal Data will be deleted from Informatica systems upon termination or expiration of Customer's engagement, as applicable.

C.COMPETENT SUPERVISORY AUTHORITY

Identify the competent supervisory authority/ies

For Personal Data transferred from Switzerland and subject to the EU Standard Contractual Clauses the competent supervisory authority will be the Swiss Federal Data Protection and Information Commissioner. For Personal Data subject to the [Kingdom of Saudi Arabia Standard Contractual Clauses](#), the competent authority will be the Saudi Data & AI Authority. For Personal Data subject to the [Brazilian Standard Contractual Clauses](#), the competent authority will be the Brazil Data Protection Authority (ANPD). For Personal Data subject to the [Turkish Standard Contractual Clauses](#), the competent authority will be Turkish Personal Data Protection Authority.

ANNEX II

TECHNICAL AND ORGANISATIONAL MEASURES INCLUDING TECHNICAL AND ORGANISATIONAL MEASURES TO SECURE THE DATA

Technical and organisational measures to secure the data are described for each Service to which the data exporter subscribes at:

<https://www.informatica.com/content/dam/informatica-com/en/docs/legal/online-cloud-and-support-security-addendum.pdf>.

In addition: (i) Informatica will encrypt all Personal Data in transit; (ii) Informatica represents that it has not, as of the effective date of this DPA, received any requests under Section 702 of the U.S. Foreign Intelligence Surveillance Act that may enable access to the personal data of individuals located within a country in the European Economic Area, and (iii) if Informatica receives a request for any such personal data from any government or law enforcement authority, Informatica will make commercially reasonable efforts to assert available defenses against making the disclosure and will minimize the scope of any legally required disclosure to only that which is necessary to meet the disclosure obligation.

Appendix 3 – Security Addendum

SECURITY ADDENDUM TO THE INFORMATICA LICENSE AND SERVICES AGREEMENT AND/OR DATA PROCESSING AGREEMENT

This Addendum to the Informatica License and Services Agreement or the applicable data processing agreement or other agreement under which Informatica provides cloud, support, or professional services to Customer (the "Agreement") identifies security policies and commitments of Informatica for its Cloud, Support, and Professional Services. Additional security features of each Cloud Service may be described in the Informatica Cloud and Product Description Schedule. Informatica's privacy policy (which applies to the information collected about Customer's employees and contractors) is separate from this Addendum and is available for reference at <https://www.informatica.com/privacy-policy.html>.

Informatica may update this Addendum from time to time to document changes in security policies for the Cloud Services and/or the Support Services, in accordance with Change Management below. Informatica will, upon request, certify to its compliance with this Addendum.

Data Security Program

Informatica has a risk-based data security program ("Program") designed to enable Support Services to be delivered in a secure manner and designed to protect Cloud Services and related Informatica systems from threats and data loss. This Addendum describes the controls of the Program as of the effective date of the Addendum. Informatica regularly assesses and makes improvements to the Program with reference to changing security threats, regulatory requirements, and industry standards.

Risk Assessment

Informatica conducts, or retains independent third parties to conduct, information security risk assessments at least annually and whenever there is a material change in Informatica's business or technology practices that may impact the privacy, confidentiality, security, integrity, or availability of data Customer submits to the Products or Services for processing ("Customer Data"). The risk assessment includes identifying reasonably foreseeable internal and external risks to privacy, confidentiality, security, integrity, or availability; assessing the likelihood of, and potential damage that can be caused by, identified risks; assessing the adequacy of personnel training concerning the Program; updating the Program to limit and mitigate identified risks as appropriate and to address material changes in relevant technology, business practices, and personal information practices and regulations; and assessing whether the Program is operating in a manner reasonably calculated to prevent and mitigate unauthorized access to or disclosures of Customer Data ("Security Incidents").

Standards

Informatica adopts best practices from a number of standards, including, but not restricted to the National Institute for Standards and Technology (NIST) and ISO27001, AICPA and Cyber Essentials. For Type I, II, and III Cloud Services (as defined below) operated on Google Cloud Platform, Microsoft Azure and Amazon Web Services infrastructure, excluding Technical Preview services and functionality, Informatica annually receives third party audits for compliance with AICPA SOC 1 Type 2, SOC 2 Type 2, SOC 3, and the U.S. Health Insurance Portability and Accountability Act ("HIPAA"), including as amended by the Health Information Technology for Economic and Clinical Health Act ("HITECH"). For Type IV Cloud Services operated on Microsoft Azure and Amazon Web Services infrastructure, Informatica annually receives third party audits for compliance with AICPA SOC 2 Type 2, SOC 3, and HIPAA/HITECH. The most recent certifications including an SSAE No. 18 report, are available upon Customer request under NDA. The most recent SOC 3 report is available upon request and is also available publicly on the Informatica Trust Center website at <https://www.informatica.com/trust-center.html>.

Data Processing and Storage

Processing and storage requirements for Customer Data on computer systems owned or licensed by Informatica or its suppliers for the Cloud Service or Support Service ("Informatica Systems") are determined by the type of Informatica Cloud Service or Support Service subscribed by Customer. Customer has sole responsibility for selecting a Cloud Service, and for designing a system of which the Cloud Service is a part, that complies with laws and regulations applicable to Customer's use.

Cloud Services may depend on a Customer-managed installation of a high function runtime version of Informatica’s data processing execution component (“the Informatica Cloud Secure Agent”) that moves data among sources, local systems, and targets.

There are three categories of metadata that may be stored by Cloud Services on Informatica Systems: Operational and Usage Metadata, Technical Metadata, and Customer Business Metadata (collectively, “Metadata”). Metadata are not Customer Data. Operational and Usage Metadata include information extracted from service and activity logs such as connection and schedule data and information about how the Cloud Services are used, such as transactions conducted by the Customer in its data marketplace. Technical Metadata include data schemas, rules and data profile statistics, and design metadata that define integration tasks and processes, such as data sync, data replication, mappings and templates, task flows, process definitions, and data lineage. Customer Business Metadata contain information related to Customer Data, including data classifications and glossaries designated by Customer. Users may optionally provide feedback to automated natural language features of the Services such as Informatica CLAIRE GPT. That feedback, including the prompts and the information, suggestions, and other outputs (excluding Customer Data) to which it relates, will be used anonymously with respect to Customer and user for product usage observability and improvement.

Type I Cloud Services do not process or store Customer Data on Informatica Systems, provided that Type I Cloud Services may include an optional data preview display feature that send Customer Data to Informatica Systems solely for display. Type II Cloud Services may transiently process Customer Data on Informatica Systems without persistent storage. Informatica will not use or disclose Customer Data without Customer’s consent for any purpose other than that of performing its obligations in connection with the Agreement. Type III Cloud Services may persistently store Customer Data on Informatica Systems. Type IV Cloud Services, which include Informatica “Data-as-a-Service” products and their variants, may transiently store Customer Data that are phone numbers, addresses, emails, or other applicable communication data.

Collection of Metadata by Cloud Services, including the Informatica Cloud Secure Agent, is necessary to provide the Cloud Services and cannot be disabled. This information will be used to improve the customer experience including facilitation of Support Services, deployment and usage analysis, and usage suggestions. Operational and Usage Metadata may be analyzed and used to improve the Cloud Services, provided that the output of the analysis will not identify Customer or any individuals. Subject to Customer’s opt-out rights, Technical and Customer Business Metadata may be analyzed and used to improve the Cloud Services, provided that the output of the analysis will not identify Customer or any individuals. Customer may have the option to opt-in to the analysis and use of Customer Data to improve the Cloud Services, provided that the output of the analysis will not identify Customer or individuals.

CLAIRE GPT and CLAIRE Copilots Use of Microsoft Azure OpenAI and Claude on Amazon Bedrock

Some features of Informatica CLAIRE GPT and the Informatica Cloud Services CLAIRE Copilots use Microsoft Azure OpenAI or Anthropic Claude (“CLAIRE External LLMs”). Use of CLAIRE External LLMs may transfer (i) Technical Metadata, Customer Business Metadata, and Customer Data to an enterprise instance of Microsoft Azure OpenAI provisioned under Informatica’s Azure account located in the USA and in the European Economic Area (“EEA”); and (iii) Customer Data to an enterprise instance of Anthropic Claude provisioned via Amazon Bedrock located in the USA, the EEA, the UK, and the APJ region.

CLAIRE GPT and CLAIRE Copilots Data and Metadata Transfer

Informatica CLAIRE GPT and the Informatica Cloud Services CLAIRE Copilots process Technical Metadata, Customer Business Metadata, and Customer Data at a point of delivery in the geography selected by Customer, except that use of CLAIRE External LLMs at points of delivery outside of the USA and EEA may result in transfer of Technical Metadata and Customer Business Metadata to the USA or EEA for processing. CLAIRE External LLMs that process Customer Data on Microsoft Azure OpenAI are not available at points of delivery outside of the USA and the EEA. CLAIRE External LLMs that process Customer Data on Amazon Bedrock are not available at points of delivery outside of the USA, the EEA, the UK, and the APJ region.

Select Informatica Cloud Services by Type

Cloud Service	Type
IDMC – Advanced Data Integration	I

IDMC – Advanced Data Integration with Serverless	II
IDMC – Data Integration	I
Salesforce outbound messaging function of IDMC – Data Integration and Advanced Data Integration	II
IDMC – Application Integration	I
IDMC – Application Integration with Serverless	II
IDMC – API Center	II
IDMC – API Management	II
IDMC – B2B Gateway	I
IDMC – CLAIRE GPT	II
IDMC – Cloud Data Access Management	I
IDMC – Customer Managed Key	I
IDMC – Data Validation	I
IDMC – INFACore	I
IDMC – Industry Solutions	I
IDMC – Integration Hub	I
Informatica hosted repository function of IDMC – Integration Hub	III
IDMC – Mass Ingestion	I
IDMC – SQL ELT	I
IDMC – Advanced Data Quality	I
IDMC – Advanced Data Quality with Serverless	II
IDMC – Data Quality	I
Data profiling, data dictionary, and data quality exception functions of IDMC – Data Quality and Advanced Data Quality	III
IDMC – Data Governance and Catalog	I
Data profiling and lookup table functions of IDMC – Data Governance and Catalog	III
IDMC – Data Marketplace	I
IDMC – Data Masking	I
Informatica-hosted secure agent of IDMC	II
Verbose logging functions of IDMC with Serverless or of Informatica-hosted secure agent of IDMC	III
Verbose logging functions of other IDMC Cloud Services	II
INFAConnect	I
Operational Insights	I
PowerCenter Cloud Edition	I
Cloud Test Data Management	I
MDM Cloud Edition	III
MDM SaaS	III

Premium Address Cleansing	IV
Email Verification	IV
Global Phone Number Validation	IV

Professional Services

Professional Services may require Informatica to access Customer Data. Where Informatica needs to receive Customer Data, Customer will transmit such Customer Data via secure FTP site or physical media, and Informatica will store such Customer Data on Informatica systems solely for the duration of the applicable Professional Services implementation for the Customer and shall dispose of the Customer Data in accordance with the section titled Disposition of Data below.

Professional Services may require Informatica to receive either remote access to Customer's computer systems via Informatica or Customer issued workstations or onsite access to Customer's physical location. Customer will notify Informatica of any reasonable Customer policy or procedure required for access before Customer grants such access. Customer is responsible for implementing security measures to prevent unauthorized use and access of Customer's computer systems and physical location, and for revoking access after completion of the applicable Professional Services.

Customer may allow Professional Services to access Customer's computer systems via Informatica issued workstations. Informatica issued workstations will have relevant security measures to prevent unauthorized access and use. Customer is responsible for implementing security measures to prevent unauthorized use and access of Customer's computer systems and for revoking access after completion of the applicable Professional Services.

Professional Services interactions between Informatica personnel and Customer through virtual meetings may be recorded. By joining a virtual meeting session, Customer consents to recording and to Informatica's remote access to Customer's computer systems for provision of Professional Services. Customer is responsible for notifying Informatica personnel prior to exposure or possible exposure of personally identifiable information during virtual meeting sessions and for redirecting Informatica personnel and/or halting the session to avoid exposure.

Support Services

Support Services do not require Informatica to receive personal data and Informatica discourages uploading of any personal data. Customer must notify Informatica immediately in the event it mistakenly uploads personal data to ensure deletion from the system. Support Services may require Informatica to receive Customer Data such as a detailed description of Customer's environment, a copy of Customer's repository, or a sample of the Customer's data. Customer will transmit such Customer Data via secure FTP site or physical media, and Informatica will store such Customer Data at an Informatica Support Services facility at any location authorized in the Agreement solely for the duration of the applicable Support Services investigation in accordance with the section titled Disposition of Data below.

Support Services interactions between Informatica personnel and Customer through virtual meetings may be recorded. By joining a virtual meeting session, Customer consents to recording and to Informatica's remote access to Customer's computer systems for provision of Support Services. Customer is responsible for notifying Informatica personnel prior to exposure or possible exposure of personally identifiable information during virtual meeting sessions and for redirecting Informatica personnel and/or halting the session to avoid exposure.

Security – Overview

Informatica uses reasonable methods designed to safeguard Customer Data from unauthorized access, use, and loss including physical, technical, and administrative safeguards. Processed Customer Data from different customers are segregated logically and/or physically. Informatica may use additional measures to enhance security beyond those listed below.

Security – Physical Security

Physical access to Informatica locations holding Informatica Systems have limited access points, which are governed by card or biometric access devices and monitored by surveillance cameras. Access to servers, network ports, wireless access points, routers, firewalls, or any physical computing equipment involved with data hosting is physically restricted.

Security – Access

Informatica's Program limits access to Informatica Systems to authorized Informatica personnel.

Informatica's Program limits access to the Cloud Services environment in which Customer Data are processed to authorized Informatica Support Services personnel solely as needed to assist with a support case opened by Customer or otherwise as needed to resolve critical release or security issues. Such access is conducted solely upon notification to Customer and, for MDM SaaS, consent of the Customer.

Informatica's Program does not allow access to Customer Data except as specifically directed by Customer, provided that verbose logging enabled by Customer may include Customer Data and maybe be available in the environment accessible as specified above.

Upon Customer's written request, Informatica will promptly identify in writing all Informatica personnel who have been granted access to the Customer Data as of the date of the request. Access authorizations for Informatica personnel are reviewed at least semi-annually and rescinded promptly upon change of roles or separation from Informatica. Informatica maintains logs of access by Informatica personnel.

Security – Authentication

All Cloud Services are accessible to Customers through interfaces requiring authentication. Type I, II, and III Cloud Services include optional support for two factor authentication for user access.

Security – Encryption

Type I, II, and III Cloud Services use TLS certificates with at least 2048-bit RSA/DH groups, 256-bit ECC/symmetric keys, SSH, and IPsec protocols for data transmission and remote access over public networks, and AES encryption for transmission and for protecting the database containing Customer Data or Metadata. Type IV Cloud Services use encryption for all Web-enabled transactions that require user authentication or transfer of Customer Data. This is accomplished using one of the following methods: (a) TLS v1.2 or newer version, (b) Secure Shell (SSH), (c) Secure File transfer protocol (SFTP), or (d) Virtual Private Network (VPN).

Informatica implements an encryption key management process. Encryption/decryption keys are managed independently of the native operating system access control system; stored with reasonable protections; protected during transmission or distribution, changed at or before they reach the end of their crypto period; and retired if Informatica becomes aware that their integrity has been compromised. With the exception of one-time use password communication, all user passwords are encrypted with cryptography in transit and at rest on Informatica Systems. All user identifier and password combinations are encrypted via TLS while in transit.

Security – Architecture

Informatica Systems accessible to the Internet are protected with server hardening, patch management, and incident management. Informatica Systems accessible to the Internet are protected with application firewalls in a DMZ architecture, with back-end systems such as databases further protected by a second set of application firewalls. Firewall and router rules are default-deny and reviewed for unnecessary services and IP address exposures at least once per six months.

Security – Product Development

Informatica implements Security as a Design Principle. The lifecycle of cloud product development, from secure application development training, application and code reviews, source code scans, vulnerability scans, penetration tests, responsible disclosure program, and other controls are implemented continuously to reduce the probability and/or impact of application vulnerabilities.

Security – Harmful Code and Patches

Informatica determines remediation priority of vulnerabilities and schedules remediation and mitigation in accordance with the Informatica Security Vulnerability Patching Policy.

User Access Logs

Informatica maintains access logs to the Cloud Services including date, time, and User identifier. Informatica can provide Customer the access logs as required to comply with governing law to assist in forensic analysis if there is a

suspicion of inappropriate access. Access logs for Production Cloud Services will be maintained in a secure area for a minimum of ninety (90) days during the Term and destroyed in accordance with Disposition of Data below. Passwords are not logged under any circumstances.

Customer Security Controls

Certain Cloud Services include configurable security controls as indicated in the corresponding Documentation, including unique user identifiers to help ensure that activities can be attributed to the responsible individual, controls to revoke access and/or lock out a user after multiple failed login attempts, password length controls, termination of a session after a period of inactivity, and geographical and/or chronological restrictions on access.

Employees and Contractors

Informatica personnel that operate or support Cloud Services receive annual education on the importance of security, confidentiality, and privacy of Customer Data, Informatica policies and associated data security practices, and the risks to Informatica and its customers associated with Security Incidents. Informatica implements measures designed to ensure that its personnel are sufficiently trained, qualified, and experienced to be able to fulfill their functions under the Program and any other functions that might reasonably be expected to be carried out by the personnel responsible for safeguarding Customer Data.

Incident Management

Informatica cloud operations personnel receive regular training on standard operational procedures and tactics to minimize the impact of production cloud incidents. Such incidents are classified according to severity of impact, with high-severity incidents triggering root cause analysis and reviews to identify areas for long-term improvement.

Change Management

Informatica plans to enhance and maintain the Cloud Services and Support Services during the Term, including but not limited to changes in response to relevant technology and systems, unauthorized access to Customer Data, and the discovery of material privacy or security vulnerabilities. Security controls, procedures, policies, and features may change or be added but will deliver a level of security protection that is not materially lower than that provided as of the effective date.

Informatica maintains a change management process with separation of duties and appropriate approvals required for modification to Informatica Systems, including patch management for the Cloud Services.

Business Continuity and Disaster Recovery

Any facility housing Informatica Systems is designed to withstand adverse weather and other reasonably predictable natural conditions and is also supported by on-site back-up generators in the event of a power failure. All networking components and web and application servers are configured in a redundant configuration.

Informatica maintains a business continuity and disaster recovery program. Policies and procedures are in place to provide Cloud Services and Global Customer Support Services with minimal interruptions, including disaster recovery planning and testing capabilities, recovery site management and standard backup and recovery procedures. Informatica's Program is designed to meet a recovery point objective of twenty-four (24) hours and a recovery time objective of eight (8) hours. Backups of Customer Data and Metadata are deleted promptly upon exceeding seven days.

Informatica maintains geographically separate failover data centers for Cloud Services with a strict backup schedule for data at those facilities.

Cyber Security

Informatica or an authorized third party performs periodic testing, including penetration testing, against Cloud Services available to the Internet. Informatica's security operations center, staffed by the office of Informatica's Chief Information Security Officer, is responsible for scanning and monitoring system activity and has pre-defined procedures for addressing or escalating vulnerabilities and events as needed. A security incident response team ("SIRT"), also staffed by the office of the Chief Information Security Officer and directed by Informatica's legal team, is responsible for investigating and responding to information-security related events escalated to their attention and determining if a Security Incident has taken place. Informatica Systems, including firewalls, routers, network switches and operating systems log information to enable the SIRT to detect, investigate, and resolve potential Security Incidents. Pre-defined

procedures are also available to guide those efforts, including when to involve other internal groups in a response process and associated notification activities. Customer and Informatica share responsibility for cybersecurity of Cloud Services environments. Customer is responsible for acts and omissions of Customer and Affiliates and their Users and agents that impact the cybersecurity of Customer environments, including but not limited to ingress, egress, network security, and high entropy credentials.

Insurance

Informatica maintains information security liability insurance and errors & omissions insurance covering liability for Security Incidents. Upon written request, Informatica will furnish to Customer a certificate of insurance evidencing required coverage and limits. In the event the policy is cancelled or modified before termination or expiration of the Agreement such that required coverage and limits are no longer met, Informatica will deliver notice of such cancellation or modification to Customer in accordance with Informatica's insurance policy provisions.

Transition of Services

Pursuant to mutually agreed upon transition fees where applicable, Informatica shall reasonably cooperate to support a transition of Customer Data and Customer-specific Technical and Customer Business Metadata ("Transition Data") from Production Cloud Services to the services of another provider or to Customer's internal operations. Customer may submit the transition request via its customer service manager or by emailing privacy@informatica.com.

Transition Data may be exported via the standard Cloud Services user interface as described in the Documentation. Specifically, users with export role privileges may export assets for which they have read permission. The export file may be in zip format with associated metadata and JSON file where applicable. Some Cloud Services also enable export via API, also as described in the Documentation. Assets generated by CLAIRE GPT are exportable after publication into the respective IDMC Cloud Service.

For Customers of Production Cloud Services domiciled in Europe: The request shall be submitted two months before the requested transition date, and Informatica will provide reasonable assistance without undue delay during a transition period not to exceed a maximum of thirty (30) days, which may be extended once upon customer written request. Transition Data will thereafter be retained and deleted as specified in the Disposition of Data section below. Informatica will inform Customer if the transition period is technically infeasible and provide an alternative transition period, which shall not exceed seven months. Customer will notify Informatica when the transition is completed, and Customer's subscription to the applicable Cloud Services will be deemed terminated and Customer will be notified of the termination. Informatica will pass on to Customer any third party egress costs. Informatica will comply during the transition period with the obligations of a provider of data processing services under the Regulation (EU) 2023/2854 of the European Parliament and of the Council of 13 December 2023 (the "Data Act") to the extent applicable to the Cloud Services, including but not limited to the obligations of articles 25(2)(a)(i-iv) and 25(2)(b) of the Data Act. If the transition results in termination of the applicable Cloud Service subscription prior to the end of its committed Term under the Agreement, the fees for the remainder of the committed Term shall become due as an early termination fee. See Informatica's Processor Binding Corporate Rules at <https://www.informatica.com/legal/binding-corporate-rules.html> for information required by article 28 of the Data Act.

Disposition of Data

For Type I Cloud Services and multi-tenant Type II and III Cloud Services, Informatica's policy is to retain Customer Data and Customer-specific Technical and Customer Business Metadata if not deleted earlier by the Customer for at least thirty (30) days after termination or expiration of Customer's subscription to the Cloud Service, and to delete Customer Data and de-identify or delete Customer-specific Technical and Customer Business Metadata if not deleted earlier by the Customer within sixty (60) days of termination or expiration of Customer's subscription to the Cloud Service, solely except as otherwise provided herein or to the extent such Metadata are included in backup and disaster recovery logs the integrity of which requires that they remain unmodified. For Type III Cloud Services identified as "Cloud Edition", Informatica's policy is to delete Customer Data and de-identify or delete Customer-specific Technical and Customer Business Metadata promptly upon termination or expiration of Customer's subscription to the Cloud Service but in any event within sixty (60) days, solely except as otherwise provided herein or to the extent such Metadata are included in backup and disaster recovery logs the integrity of which requires that they remain unmodified. Daily backups of all Metadata in Type I, II, and III Cloud Services, and of all Customer Data in Type II and III Cloud Services are retained for seven (7) days, at which time they are deleted, except that IDMC – Data Quality retains backups for thirty (30) days. Prompts and outputs (excluding Customer Data) of automated natural language features of the Services such as

Informatica CLAIRE GPT will be retained for six months during the Term for retrieval by Customer.

To the extent Type IV Cloud Services retain Customer Data, they do so as follows: Informatica Address Verification Data Quality Center, Partner branded Informatica Address Verification Data Quality Center, and Informatica Email Verification batch processing: sixty (60) days, at which time they are deleted; Informatica Address Verification batch processing: forty-five (45) days; Informatica Email Verification web services: one (1) day with up to an additional one

(1) day if necessary to retry the address; system logs, which may include email addresses, for Informatica Email Verification batch processing and web services: one (1) year; Informatica Address Verification web services and Informatica Global Phone Number Validation web services: Not retained.

Informatica will promptly comply to the extent practicable with written requests to destroy Customer Data within shorter time periods than those indicated above and provide written certification of destruction of Customer Data upon Customer's written request.

Informatica policy is to delete Customer Data from Informatica Support Services systems upon termination of the Support Services investigation, including deletion of data from the secure FTP site, databases, hard drives, and virtual machines, and to delete the virtual meeting session, provided that correspondence between Informatica and Customer via the support portal or email relating to support cases are retained.

Destruction of data as referenced herein includes, at minimum, secure erasure of media and secure disposal of records so that the information cannot be read or reconstructed.

Appendix 4 – Informatica Subprocessors

Subprocessor	Scope and purpose of Processing	Processing locations (e.g. country/state)
Support Services		
Informatica LLC, Informatica Australia Pty Ltd, IS Informatica Software Ltda,	Service and support per contract	◆ United States ◆ Australia Brazil ◆ Canada France ◆ ◆ ◆
Subprocessor	Scope and purpose of Processing	Processing locations (e.g. country/state)
Informatica Software, Ltd, Informatica France, Informatica GmbH, Informatica Business Solutions Private Ltd, Informatica Ireland EMEA UC, Informatica Japan KK, Informatica Software Italia S.r.l., Informatica Data Integration Ibérica, S.L., and Informatica Software Ltd UK		◆ Germany ◆ India Ireland ◆ Japan Italy ◆ Spain ◆ United Kingdom
Professional Services		

Informatica entities at https://www.informatica.com/about-us/company-information/contact-locations/corporate.html	Service per contract	Informatica locations at https://www.informatica.com/about-us/company-information/contact-locations/corporate.html
Informatica Intelligent Data Management Cloud		
Informatica LLC, Informatica Australia Pty Ltd, IS Informatica Software Ltda, Informatica Software, Ltd, Informatica France, Informatica GmbH,		- United States - Australia Brazil - Canada France - Germany India - Ireland
Subprocessor	Scope and purpose of Processing	Processing locations (e.g. country/state)
Informatica Business Solutions Private Ltd, Informatica Ireland EMEA UC, Informatica Japan KK, Informatica Software Italia S.r.l., Informatica Polska Sp. z o.o., Informatica Data Integration Ibérica, S.L., Informatica Software Ltd UK and Informatica Arabia Information Technology		- Japan - Italy - Poland - Spain - United Kingdom Saudi Arabia - United Arab Emirates Qatar

Amazon Web Services, Inc.	Public cloud provider	◆ United States ◆ Australia Canada ◆ France Ireland ◆ Japan ◆ United Kingdom
Microsoft Corporation	Public cloud provider and Microsoft Azure OpenAI artificial intelligence service	◆ United States ◆ Australia Canada ◆ Germany Ireland ◆ Japan Singapore ◆ United Arab Emirates ◆
Google LLC	Public cloud provider	◆ United States France ◆
Subprocessor	Scope and purpose of Processing	Processing locations (e.g. country/state)
		◆ Germany Saudi Arabia ◆
Oracle Corp.	Public cloud provider	◆ United States Qatar ◆

MongoDB Inc.	Database for Informatica Intelligent Data Management Cloud Integration Hub	◆ United States ◆ Australia Canada ◆ Germany France ◆ Ireland Japan ◆ Singapore ◆ United Arab Emirates United Kingdom Saudi Arabia ◆ ◆
Informatica Master Data Management SaaS		
Informatica LLC, Informatica Australia Pty Ltd, IS Informatica Software Ltda, Informatica Software, Ltd, Informatica France, Informatica GmbH, Informatica Business Solutions Private Ltd, Informatica Ireland EMEA UC, Informatica Japan KK, Informatica Software Italia S.r.l.,	Service per contract	◆ United States ◆ Australia Brazil ◆ Canada France ◆ Germany India ◆ Ireland ◆ Japan ◆ Italy ◆ Poland ◆ Spain ◆ United Kingdom Saudi Arabia ◆ United Arab Emirates
Subprocessor	Scope and purpose of Processing	Processing locations (e.g. country/state)

Informatica Polska Sp. z o.o., Informatica Data Integration Ibérica, S.L., Informatica Software Ltd UK and Informatica Arabia Information Technology		◆ Qatar
Amazon Web Services, Inc.	Public cloud provider and Bedrock artificial intelligence service	◆ United States ◆ Australia Canada ◆ France Ireland ◆ Japan ◆ United Kingdom
Microsoft Corporation	Public cloud provider and Microsoft Azure OpenAI artificial intelligence service	◆ United States ◆ Australia Canada ◆ Germany Ireland ◆ Japan Singapore ◆ United Arab Emirates ◆
Google LLC	Public cloud provider	◆ United States France ◆ Germany Saudi Arabia ◆ ◆
Oracle Corp.	Public cloud provider	◆ United States Qatar ◆
MongoDB Inc.	Database	◆ United States

Subprocessor	Scope and purpose of Processing	Processing locations (e.g. country/state)
		◆ Australia ◆ Canada ◆ Germany ◆ France Ireland ◆ Japan ◆ Singapore ◆ United Arab Emirates United Kingdom Saudi Arabia ◆ ◆
Informatica Data-as-a-Service – Email Verification and Global Phone Number Validation		
Informatica LLC, Informatica Australia Pty Ltd, IS Informatica Software Ltda, Informatica Software, Ltd, Informatica France, Informatica GmbH, Informatica Business Solutions Private Ltd, Informatica Ireland EMEA UC, Informatica Japan KK, Informatica Software Italia S.r.l., Informatica Polska Sp. z o.o., Informatica Data Integration Ibérica, S.L., and	Service per contract	◆ United States ◆ Australia Brazil ◆ Canada France ◆ Germany India ◆ Ireland ◆ Japan ◆ Italy ◆ Poland ◆ Spain ◆ United Kingdom

Subprocessor	Scope and purpose of Processing	Processing locations (e.g. country/state)
Informatica Software Ltd UK		
Microsoft Corporation	Public cloud provider	◆ United States ◆ Australia ◆ Canada ◆ Germany ◆ Ireland ◆ Japan ◆ Singapore ◆ United Arab Emirates
Impressionwise, LLC.	Email validation	◆ United States ◆ Ireland
Informatica Data-as-a-Service – Do not call list verification		
Informatica LLC, Informatica Australia Pty Ltd, IS Informatica Software Ltda, Informatica Software, Ltd, Informatica France, Informatica GmbH, Informatica Business Solutions Private Ltd, Informatica Ireland EMEA UC, Informatica Japan KK, Informatica Software Italia S.r.l., Informatica Polska Sp. z o.o., Informatica Data	Service per contract	◆ United States ◆ Australia ◆ Brazil ◆ Canada ◆ France ◆ Germany ◆ India ◆ Ireland ◆ Japan ◆ Italy ◆ Poland ◆ Spain ◆ United Kingdom

Subprocessor	Scope and purpose of Processing	Processing locations (e.g. country/state)
Integration Ibérica, S.L., and Informatica Software Ltd UK		
Microsoft Corporation	Public cloud provider	◆ United States ◆ Australia Canada ◆ Germany Ireland ◆ Japan Singapore ◆ United Arab Emirates
Porch Media Group (formerly V12 Data)	Do not call list verification	◆ United States
Informatica Data-as-a-Service – Address Verification Web Services		
Informatica LLC, Informatica Australia Pty Ltd, IS Informatica Software Ltda, Informatica Software, Ltd, Informatica France, Informatica GmbH, Informatica Business Solutions Private Ltd, Informatica Ireland EMEA UC, Informatica Japan KK, Informatica Software Italia	Service per contract	◆ United States ◆ Australia Brazil ◆ Canada France ◆ Germany India ◆ Ireland ◆ Japan ◆ Italy ◆ Poland ◆ Spain ◆ United Kingdom

Subprocessor	Scope and purpose of Processing	Processing locations (e.g. country/state)
S.r.l., Informatica Polska Sp. z o.o., Informatica Data Integration Ibérica, S.L., and Informatica Software Ltd UK		
Microsoft Corporation	Public cloud provider	◆ United States ◆ Australia Canada ◆ Germany Ireland ◆ Japan Singapore ◆ United Arab Emirates
Porch Media Group (formerly V12 Data)	National Change of Address Verification	◆ United States
Informatica Cloud Customer 360		
Salesforce.com, Inc.	Cloud Platform Provider	◆ United States



Global Customer Support Guide

Version 2025.10 (October 2025)



Subscribe to our SupportFlash newsletter

SUBSCRIBE

Table of Contents

Introduction	3
About this guide.....	3
Scope of Informatica Global Customer Support	3
Data Confidentiality	4
Security.....	4
Securely Transferring Files.....	5
CLAIRE.....	5
Disposition of Data	5
Start Your Learning Journey with Informatica	5
Informatica Success Portal.....	5
Informatica Learning Library Education Annual Subscription	6
Informatica MasterPass Education Annual Subscription.....	6
OnDemand	6
Instructor-Led Training	6
Contacting Informatica University	6
Start Your Journey with Informatica Support	7
Intelligent Data Management Cloud (IDMC) Status	7
Intelligent Data Management Cloud (IDMC) Release Management	7
Contacting Informatica Support	7
Informatica Community (Self-Service Support)	7
Your Support Account	9
Support Account Contacts	9
Support Cases.....	9
Opening a Support Case.....	10
Support Case Lifecycle.....	10
Priorities	11
Solving a Case	11
Escalating a Support Case	12
Closing and Reopening a Case	13
Support Case Surveys	13
Third-Party Vendors.....	13
Informatica Success Offerings	14
Basic Success (Subscription Only)	14
Premium Success.....	14
Signature Select (Subscription Only)	14
Community Based Support	14
Success Offering Features	15
Self Service	15
Assisted Support	16
Guided Services	18
Subscription and Support Renewal Policy	20
Subscription	20
Support Services Renewals for On-Premises Perpetually Licensed Software	20
On-Premises Perpetually Licensed Software Support Services Cancellation Policy	21
Appendix A	21

Introduction

About this guide

At Informatica, our success offering framework aims to deliver faster value with a superior experience for our customers and partners. Informatica success offerings deliver a unified, relevant, and adaptive approach across purchase models (perpetual license and subscription) and deployment models (On-premises and Cloud). For more information see [Customer Success at Informatica](#).

This guide introduces our customers and partners to the full range of success offerings available from Informatica. It covers each success offering, how it operates, what to expect, and the roles and responsibilities of support personnel and our customers.

For quick reference, a shorter version of this Guide is available in the following languages: [English](#), [Français](#), [Español](#), [Deutsch](#), [Italiano](#), [Português do Brasil](#), [日本語](#), and [中文](#).

Informatica Global Customer Support ("GCS") has achieved certification under the [2025 J.D. Power Certified Technology Service and Support Program](#)SM. This distinction recognizes Informatica for delivering "An Outstanding Customer Service Experience" to our customers for the fifth year in a row.

Informatica is constantly seeking ways of enhancing its success offerings and consequently, this guide is subject to change. The latest version of this guide and list of changes is available on the [Informatica Community portal](#) and in the monthly [SupportFlash](#) newsletter. To receive email notifications whenever this guide is updated, follow this [Knowledge article](#).

Note that some links in this document require you to register and login to the [Informatica Community](#) portal to access the content.

On-Premises and DaaS Product Release Policy

For complete details of end of support dates and extended support for Informatica's on-premises Software and on-premises Data as a Service (DaaS), refer to the [Informatica Product Lifecycle Guide](#).

Scope of Informatica Global Customer Support

Informatica Global Customer Support (GCS) is a team of dedicated support personnel providing world class support from centers in North and South America, Asia, and Europe. From these centers, GCS is focused on ensuring the success of our customers and partners. Support is available 24x7 in English and during [Local Business Hours](#) in the following languages and regions Italian (Europe), French (Europe), German (Europe), Spanish (Europe and Latin America), Portuguese (Brazil), and Japanese (Japan). US FedRAMP customers should refer to the [FedRAMP Support](#) document.

In addition to providing support designed to resolve any product issues you may encounter, GCS offers upgrade guidance, and general configuration recommendations and will work with third parties to accelerate the resolution of issues. GCS in-house tools will help diagnose and isolate issues faster. GCS offers several self-service channels like moderated support forums, knowledge base for documented solutions, including videos for known technical issues about Informatica products. All of these are available through the support portal [Informatica Community](#) to help you manage your Informatica products. GCS provides additional success offerings such as Ask An Expert, Value Accelerators, and Critical Milestone Support. For design and architecture, performance tuning, and implementation issues, contact [Informatica Professional Services](#).

To receive support, you must have a valid subscription or support order for the relevant Informatica products used in production. Support includes new product releases, upgrades, hot fixes, service packs, bug fixes, and enhancements for all products covered.

Informatica Professional Services

Informatica Professional Services (IPS) offerings include rapid implementations, best practice guidance, architecture design, performance tuning, and roadmap planning using our global resource pool of local, nearshore, and offshore consultants. No matter where you are in your data-driven digital transformation journey, IPS can help you and your partners to achieve optimal time to value and make sure you have the necessary skills to manage your data platform and deliver real business outcomes. For more information on IPS, click [here](#).

Data Confidentiality

Informatica's privacy policy is available separately for reference at:

<https://www.informatica.com/privacy-policy.html>.

GCS does not require Informatica to receive Customer Data. "Customer" or "You" means the entity receiving Support Services. In the event Customer Data or Customer confidential information as described in the applicable agreement is mistakenly sent, shared, or uploaded to GCS, Customer must notify Informatica promptly to ensure deletion from GCS systems.

To solve some Support Cases, GCS may need additional information such as a detailed description of the technical environment, log files, a copy of the test repository or a sample of Customer test data. When GCS reasonably requests that Informatica receive test data to perform Support Services, Customer will transmit the data via HTTPS or a secure FTP site. Informatica will transiently store such data solely at GCS facilities, including facilities in India, solely for the duration of the applicable GCS investigation.

Where GCS processes Customer Data, the following data processing agreement shall apply:

<https://www.informatica.com/content/dam/informatica-com/en/docs/legal/online-data-processing-agreement.pdf>

A list of sub-processors who may process personal data as part of Informatica's Support, Cloud, or Professional Services is available at:

<https://www.informatica.com/legal/informatica-subprocessors.html>.

GCS interactions between Informatica personnel and Customer through virtual meetings may be recorded. By joining a virtual meeting session, Customer consents to Informatica's remote access to Customer's computer systems for provision of Support Services. Such access may allow Informatica to control, modify, or alter certain elements of Customer's computer systems. Customer is responsible for notifying Informatica personnel prior to exposure or possible exposure of Customer Data during such virtual meeting sessions and for redirecting Informatica personnel and/or halting the session to avoid exposure.

Security

Informatica Cloud is designed for minimal intrusion into your system. For information on Informatica Cloud security and Support Services security, see the Cloud and Support Security Addendum: <https://www.informatica.com/content/dam/informatica-com/en/docs/legal/online-cloud-and-support-security-addendum.pdf> ("Security Addendum").

The [Informatica Intelligent Data Management Cloud \(IDMC\)](#) platform is built with performance, reliability, and security at its core to protect your most valuable assets. To understand the layers of security we employ to protect your data and workloads, and how your organization shares in this responsibility, read our [IDMC Security Architecture Overview](#). To protect and safeguard your data, Informatica adheres to key industry standards. Informatica complies with the following [Certifications, Assessments, and Standards](#).

Metadata (but not Customer Data) collected from Support Services engagements, Informatica Software or Cloud Services will be used for On Demand Escalation discussed below.

Securely Transferring Files

You can upload files directly to your Support Case through the Informatica Support portal that uses HTTPS for Secure Transfer of data. The file size limit is 2 GB.

For larger files or to securely download software updates, you can use the Technical Support File Transfer Protocol (TSFTP). Data transfers on TSFTP are 128-bit encrypted. Informatica does not support anonymous access to the FTP server. Files are retained on TSFTP for 7 days from the date of upload.

For more information, refer to the following Knowledge article: [How to access Informatica TSFTP server to upload and download files.](#)

CLAIRE

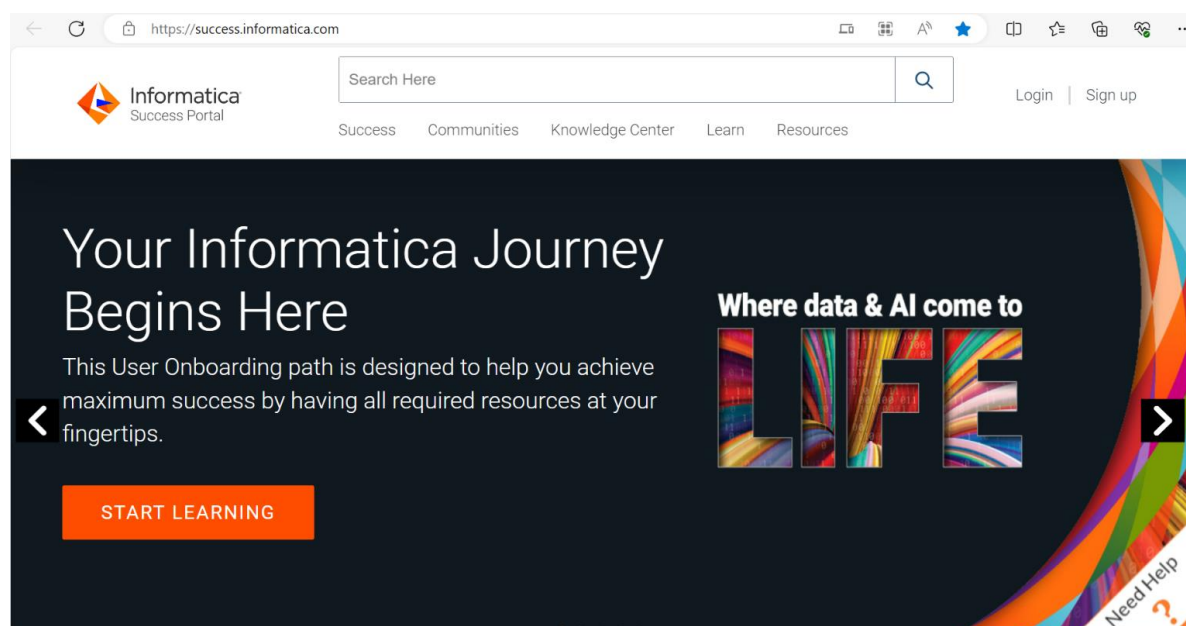
Informatica [CLAIRE](#) is now available across EMEA, APAC, and Canada through AWS regional pods. As part of our commitment to transparency, please be aware that use of CLAIRE may transfer metadata including technical metadata and customer business metadata to Informatica's pod on AWS in the USA. See [here](#) for more details.

Disposition of Data

Any Customer Data submitted for processing and retained in Informatica systems will be deleted upon termination or expiration of Customer's subscription to the Cloud Service and upon termination of the Support Services investigation, as applicable, as described above and in the [Security Addendum](#).

Start Your Learning Journey with Informatica

Informatica University provides role-based training programs to ensure your organization gets the most out of its investment in Informatica products. Informatica University offers a variety of delivery and subscription options for training, ranging from the free [Success Portal](#) to the all-inclusive [Informatica MasterPass Education Annual Subscription](#).



Informatica Success Portal

The [Informatica Success Portal](#) is a micro-learning platform providing free training and a personalized digital experience to accelerate product adoption and enhance business outcomes. It

delivers tailored content based on your Product, Role, and Stage in the product adoption journey. Whether in a trial phase or executing a production implementation, the Success Portal serves as your one-stop shop, offering insights into product features, architecture details, best practices, and more—all conveniently located in one place.

- Get access to Resources such as [Tech Tuesday Webinars](#) and [Experience Lounge Demos](#)
- [Free Training & Certifications](#). Here are some of the latest learning paths – [IDMC](#), [CDGC](#), [MDM](#), [CDMP](#), and [PowerCenter Modernization](#).
- [Success accelerators](#) (CSA team engagement) and [Solution accelerators](#) (sample code or data to accelerate implementation).

Informatica Learning Library Education Annual Subscription

The [Informatica Learning Library Education Annual Subscription](#) ("Learning Library") provides comprehensive access to Informatica University's OnDemand and eLearning courses for a full year. You can increase expertise across the Informatica platform or focus on a specific product area. The Learning Library includes the use of hands-on labs to extend your abilities. Additionally, as part of the subscription you can attend our instructor-led lab forums for question-and-answer sessions. Learning Library can be renewed annually for continual access to latest training on the latest products.

One Learning Library per customer account per year, aligned to the applicable Support Services start and end dates, is included with Premium Success Support Services. To activate your Learning Library, submit your subscription holder's contact information, [here](#).

Informatica MasterPass Education Annual Subscription

The [Informatica MasterPass Education Annual Subscription](#) ("MasterPass") is your access to all official Informatica education public events and courses. This annual subscription program entitles an individual to attend any public class in the world and access to any OnDemand or eLearning course during their subscription. It is a true 24x7 education program for the individual intent on developing their ability and career to the level of Subject Matter Master.

One MasterPass per customer account per year, aligned to the applicable Support Services start and end dates, is included with Signature Select. Contact your [Customer Success Manager \(CSM\)](#) for activation details.

OnDemand

Select from a catalog of courses that allows you to learn at your own pace. Courses include multimedia presentations, training videos, and interactive simulations to help you learn how to best use Informatica products. OnDemand training is a great way to supplement your existing skill set or quickly and efficiently ramp new team members. Log in to view the course catalog [here](#).

Instructor-Led Training

Engage in classroom discussion, access hands-on environments through the Cloud, and leverage class materials for a traditional learning experience. Informatica also provides private group instruction, perfect for project teams and end user enablement. Log in to view the instructor-led training [here](#).

Contacting Informatica University

For assistance in purchasing training, contact us at: trainingsales@informatica.com

For training support, contact: coordination@infa-education.zendesk.com

Website: <https://www.informatica.com/services-and-training/informatica-university.html>

All Educational Services offerings above are governed by the descriptions and terms found here: https://now.informatica.com/Informatica_University-Terms-2022.html.

Start Your Journey with Informatica Support

For details of the Informatica success framework see the [Informatica Success Offerings](#) section. You can contact GCS through the [Informatica Community](#) portal. Your regional GCS team is available during Local Business Hours. For the purposes of this document, Local Business Hours is defined as Monday to Friday 09:00 to 17:30 (excluding public/bank holidays) in the time zone defined below:

Success Offering	Supported Time zone	Support Outside Local Business Hours
Basic Success	Self-service web support only	Not Available
Premium Success	Time zone of Support Contact	24x7 Support for P1 (Priority 1) Support Cases only
Signature Select	Time zone of Support Contact	All Support Cases

When opening a P1 (Priority 1) Support Case that needs a response outside of your Local Business Hours, during public/bank holidays or on weekends, call your [local support telephone number](#) to speak with the out-of-hours support team. This also applies if you have an existing P1 or escalation that requires a response outside of Local Business Hours. If all engineers are busy assisting other customers, telephone calls will be diverted to voicemail. Please leave a message with the Support Case number and contact telephone number and the next available Support Engineer will call you back.

For customers with FedRAMP or US-only support, details of support outside your Local Business Hours are available [here](#).

Support outside of Local Business Hours is available only in English.

For Data Loader Free, CDI-Free, and CDI-PayGo support, see Cloud Data Integration-Free (CDI-Free) and Cloud Data Integration-PayGo (CDI-PayGo).

Intelligent Data Management Cloud (IDMC) Status

The [Service Status and Communications document](#) centralizes Informatica's user communication practices to help you understand the guidelines used to publish information to the [service health dashboard \(Pulse\)](#). It explains how to use the Pulse page and how you can subscribe to alerts to receive notifications about maintenance, production incidents, and upcoming releases.

For the list of available services for IDMC, see [POD Availability and Networking](#).

Intelligent Data Management Cloud (IDMC) Release Management

For the latest release process for [Informatica Intelligent Data Management Cloud \(IDMC\)](#), refer to the [Release Readiness Guide](#). The IDMC planned maintenance and upgrade calendar is now available on the [service health dashboard \(Pulse\)](#).

The latest release information is available on the Informatica Documentation portal [here](#).

Contacting Informatica Support

Support: <https://network.informatica.com>

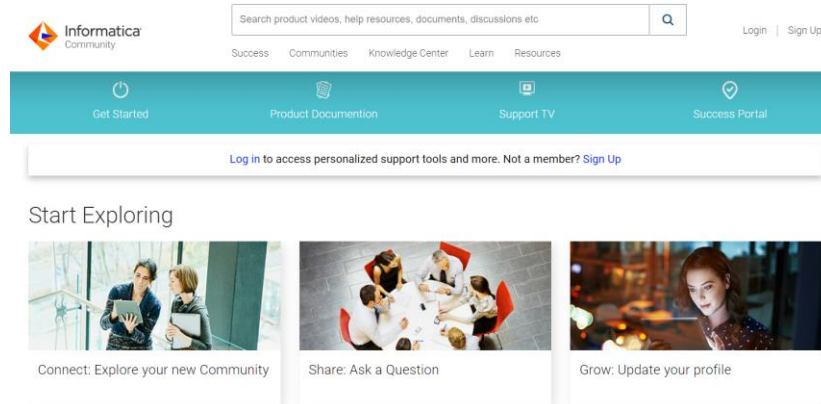
Telephone: <https://www.informatica.com/services-and-training/support-services/contact-us.html>

Twitter: <https://twitter.com/INFAsupport>

Informatica Community (Self-Service Support)

[Informatica Community](#) portal is a unified platform to connect with your peers, Informatica product experts, and the broader customer community. It has helped our new as well as seasoned users to gain knowledge from various Informatica product domain experts and accelerate their learning, deployment, and adoption of Informatica products.

Refer to the [Get Started](#) page that contains all the resources to get you started with Informatica Community.



There are three types of user access: Anonymous, Logged-in, and Support Account Contact:

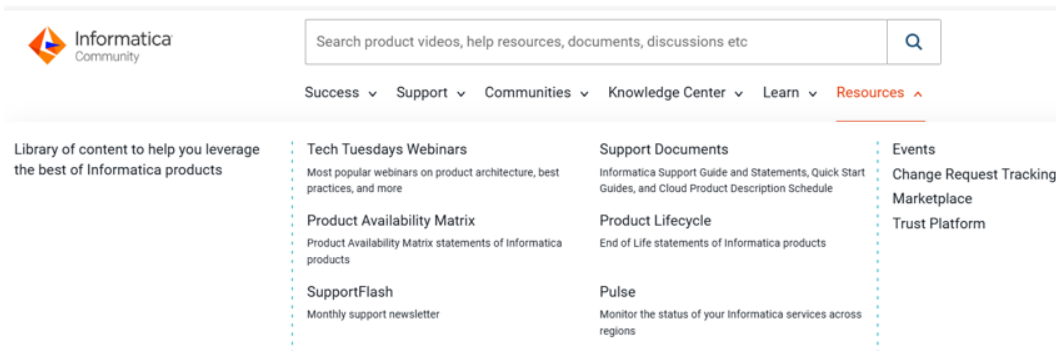
Anonymous (not logged in) user view:

As an anonymous user, you have limited access to [Knowledge Base articles](#), [product videos](#), [product documentation](#), and the following resources:

- [Product Communities](#) where you can connect, share, and collaborate with other Informatica users across the globe. **Note:** Only logged-in users can take part in the community discussions.
- [Events](#) module to track upcoming events.
- Option to [subscribe](#) to the monthly Support newsletter.
- Critical alerts pop-up covering the latest announcements and issues.

Logged-in user view (Recommended):

To participate in discussions, access Support Cases, learning paths and much more, Informatica recommends signing into the portal.



As a logged-in user, you can access the following additional features:

- Be part of trending discussions by joining the [Communities](#) and [User Groups](#).
- Access the [Product Availability Matrix](#), and [Change Request Tracking](#) system.
- Access the [My Profile](#) and [Manage Preferences](#) pages to customize your profile view settings and manage email notifications

[Manage Preferences](#) enables you to manage your email notification preferences for product communities, user groups, IDMC service health dashboard (Pulse), and subscribe to the Success Portal monthly newsletter. You can also select your preferred products and learning path journeys.

You can use the [My Profile](#) and [Manage Preferences](#) pages to customize your profile view settings, providing options for Private, Public, and Authenticated modes, giving you greater control over how others view your profile. The profile page showcases all the Learning Path badges and Informatica Certifications you have earned, in addition to the existing Community Engagement details.

Note: The following fields will be visible in the default public view: Name, Nickname, Title, Role, Time Zone, and Country. We encourage you to review your User Profile and update it according to your preferences.

For more information, refer to the following video: [Overview of Informatica Community](#).

Support Account Contact

[Support Account Contacts](#) will additionally have access to the following:

- Quick view of Support Cases you have opened, stages, next action available, and more.
- [Case Management System \(Informatica Support\)](#)
- [Hot Fixes](#) and [Emergency Bug Fixes \(EBF\)](#)

Your Support Account

The first time you purchase a subscription or Support Services from Informatica, a new Support Account is created. As you purchase additional Informatica subscriptions, these will be added to your Support Account. To receive support, you must have a valid subscription or Support order for a production version of the applicable Informatica products. Without a valid subscription or Support order, customers will not be able to open issues with GCS or receive product upgrades, bug fixes, or enhancements. See [Subscription and Support Renewal Policy](#) chapter for more details.

Signature Select customers may request additional Support Accounts (maximum 3) by opening a Support Account Administration Case. Basic and Premium Success customers are limited to one Support Account only.

Support Account Contacts

A Contact is a person assigned by the Customer to work on a Support Account. A Support Account can have three different types of Contacts: Primary, Read/Write, and Read-Only.

- **Primary Contacts** are responsible for maintaining the contact list for your Support Account. This may be, for example, your Project Manager. Primary Contacts can add, delete, and update contacts and assign them Read/Write or Read-Only access. You can have up to two Primary Contacts on your Support Account.
- **Read/Write** contacts can open and update Support Cases. The number of read/write contacts on a Support Account is linked to the level of your support agreement.
- **Read-Only** contacts cannot open Support Cases or update existing Support Cases. However, they can view all Cases on the Support Account. There is no limit to the number of Read-Only contacts on your Support Account.

To access Informatica Support, you must first register on the [Informatica Community](#) Portal. The registered email address must match the one on the Support Account Contact list. For security purposes, only verified company email addresses for individuals are permitted on the Support Account; distribution or group emails are not permitted.

For more information, refer to the article: [How to add or update contacts in a support account](#). If you receive support through an Informatica Partner, contact the Partner directly for more information on their support process.

Note: You must ensure that all your contact information is kept up to date in your Support Account.

[Watch a video](#) on how to add or remove contacts.

Support Cases

To provide you with an effective and efficient support service, Informatica provides an online Support Case management system called Informatica Support (<https://network.informatica.com>) for Basic and Premium Success and Signature Select. The Informatica Support portal ensures that all questions and issues are logged, addressed, and tracked through to completion. [Watch this](#)

[video](#) for an overview of Informatica Support.

When you open a new Support Case, it will be routed to a Support Engineer equipped to handle your issue based on the product, preferred language, and your time zone. Where possible, GCS aims to keep the ownership of a Support Case with one Support Engineer throughout the lifecycle of the Case. At times, when the Case requires some special handling, it may be handed off to another member of the team. If all Support Engineers are busy assisting other customers, telephone calls will be diverted to voicemail and the next available Support Engineer will call you back.

Informatica has a well-defined escalation process across the organization. See [Escalating a Support Case](#) for more details.

Opening a Support Case

Support Account Read/Write Contacts can open a new Support Case or follow up on an existing Support Case through the [Informatica Community](#) portal. See section [Start Your Journey with Informatica Support](#) above for more details.

There are three types of Support Cases:

Support Case Type	Use This Case Type For...
Technical	Technical issues, troubleshooting, milestone support, and questions around documentation or the Product Availability Matrix .
Product Download & License Request	License Keys, Org IDs for Informatica Cloud or Software Downloads. Use the following links for Hot Fixes and Emergency Bug Fixes (EBF) .
Support Account Administration	Issues relating to your Support Account, Contacts, product entitlements, or access to the Informatica Community Portal .

[Watch a video](#) on how to create a new Support Case with Informatica Support. For more information, refer to the following videos:

- [How to Update an Existing Case](#)
- [How to Add an Attachment to a Case](#)

Support Case Lifecycle

Informatica has a predefined life cycle for each Support Case that is opened in our support system.



Case State	Description
New	This is the initial state when you open a Support Case. A unique Support Case number is automatically generated, and an email confirmation is sent to you and any additional contacts you selected from your Support Account
Assess	The Case is assigned to a Support Engineer, and an initial response is sent
Research	The issue is under investigation, and the Support Engineer may request further information from you to debug further. The Support Engineer will collaborate internally to ensure a solution is found as quickly as possible.
Solution	The issue has been identified, and a solution has been provided; you may accept the solution to close the Case. You may also reject the solution, which will return the Case to the Research state or request more time to implement and test the solution.
Closed	The solution is accepted, and the Case is closed.

[Watch a video](#) for an Overview of the Informatica Support portal.

Priorities

When you open a Case, you will be asked to select a priority. Priority description is given in the table below. If you select P1, you will also be prompted to select the business impact and provide any upcoming milestones that may be impacted.

For P1 support outside of your Local Business Hours, see the [Start Your Journey with Informatica Support](#) section above.

Priority	Business Impact	Customer Response
P1	A critical production service outage with one or all production users or services unavailable or severely impaired resulting in a significant loss of services or access to mission critical data with no workaround. A critical deployment blocker placing a production milestone or upgrade at risk, and no workaround is available.	By opening a P1 case, you confirm that the issue is causing critical business impact with severe loss or degradation to one or more production services. For a P1 issue, you are expected to have dedicated resources available 24x7 to work together with Informatica until the issue is resolved or a suitable workaround is in place. Informatica may, at its discretion, decrease the priority to P2 if you do not respond in a timely manner, we are unable to contact you because your contact details are not current, or the issue does not meet the criteria of a P1.
P2	A service is partially impacted, business is functioning with medium or high impact to services or users; imminent risk of service outage; no workaround is available.	By opening a P2 issue, you confirm the issue is causing medium/high impact to business. For a P2 issue, you are expected to have resources available during business hours. Informatica may, at its discretion, decrease the priority to P3 if a workaround is found or the issue does not meet the criteria of a P2.
P3	General product usage questions and issues that need non-urgent answers. Anything else that does not meet P1 or P2 criteria.	Examples would be product compatibility questions, KB or documentation errors/updates, routine technical issues, general questions about performance.

You can request to increase the priority by selecting **REVISE PRIORITY** on the Informatica Support portal.

[Watch a video](#) on how to modify/update a Support Case.

Follow-the-Sun P1 Support

GCS has support centers around the globe enabling P1 Support Cases to be passed from one center to another, effectively providing the ability to work on a problem around the clock or “follow-the-sun”. If you require follow-the-sun support, a request must be made to the Support Engineer during Local Business Hours. To avoid delaying progress, for follow-the-sun support, you or your team should also be available outside Local Business Hours, to provide any information that might be requested to help with problem isolation.

Target Service Restoration Time (On-Premises Products)

For Signature Select customers using Informatica’s on-premises products, Informatica provides a 24-hour target service restoration for a P1 (Priority 1) issue and a 48-hour target for a P2 (Priority 2) issue. The target service restoration timer starts when the root cause of the issue is determined to be an Informatica error. Informatica will aim to provide a workaround within the above time frames, or as mutually agreed, provide a fix that corrects the error.

Solving a Case

Where a Support Case cannot be answered immediately, Informatica will require additional information to research the issue further. At times, the information required to help isolate and resolve problems may require the co-operation of other departments within your organization. Additional information may include, but is not limited to:

- Whether the issue has been encountered in the past; if so, before encountering this issue

what changes were made to the product or environment.

- Log files for the time that the issue occurred. These may include operating system logs, database logs, transaction logs, as well as other Informatica product specific logs.
- Steps to reproduce the issue.
- Configuration settings.
- In some cases, GCS may request an export of a mapping or repository to help further troubleshoot the issue. For any concerns about data confidentiality, ask to speak to a GCS Manager.

Note that if the requested information cannot be provided for some reason, then it will adversely affect the time required to resolve the issue. For more information about Informatica's policy on handling data, see the [Data Confidentiality](#) section above.

Where an individual Support Case comprises multiple technical issues or spans multiple products, additional Support Cases will be required to differentiate each issue.

With more complex Support Cases, GCS will focus on first reproducing the issue on Informatica's own equipment. This allows more extensive testing to be performed without impacting your work schedule. It is sometimes necessary to ask for additional information and perform additional tests during this process. Informatica will always seek to explain why such actions are necessary.

[Watch a video](#) on how to search and download Support Cases.

Web Conferencing

Informatica uses web conferencing for virtual meetings. A GCS engineer will propose a web conference after gathering all the required materials or when unable to reproduce an issue without further input. Customers can also host a virtual meeting using an alternate web conferencing tool at an agreed time between the GCS engineer and the Customer.

During a web conference, the Customer always remains in control. Control of keyboard and mouse can be handed over to the GCS engineer as needed. However, the Customer can take back control at any time.

For data protection purposes, customers must ensure no Customer Data is visible over the web conference. GCS will terminate any web conference where there is a risk of such data being viewed. See [Data Confidentiality](#) section for more details.

Product Enhancements, Updates, and Emergency Bug Fixes

Where additional functionality or an enhancement to existing functionality is required, GCS will open a Feature Request (FR). Feature Requests are logged for consideration by the Product Management team for inclusion in a future Version. Once an FR has been opened, GCS will close the Support Case. You can track, comment, or vote on an FR via [Change Request Tracking](#).

All our customers with a valid support contract can request the latest version of the Informatica on-premises Software they have purchased as soon as they become available. In addition, the latest Hot Fixes and Update releases are also fully available. See the [Informatica Product Lifecycle Guide](#) for more details.

For critical product issues, see Emergency Bug Fixes below.

IDMC Connector Lifecycle

The Informatica Intelligent Data Management Cloud (IDMC) platform hosts a multitude of Connectors. Over time, some connectors will be moved to Maintenance Mode or, in some situations, End of Life. For complete details, see [Informatica Cloud Connector End of Life and Maintenance Mode](#) page on the Informatica Community Portal.

Escalating a Support Case

At Informatica, we understand that all our customers are working towards key milestones and business outcomes. Your success is critical to Informatica in all our transactions and there is a well-defined escalation that allows Informatica to identify, track, monitor, and manage situations that require increased awareness.

Your first point of escalation should be with the Support Engineer handling the Case. All Support Engineers are trained to handle escalations and will bring in other resources and management as required.

Alternatively, Premium and Signature Select customers can revise the priority or request a call back by selecting **REVISE PRIORITY** or **CALL BACK FROM ENGINEER** on the Informatica Support portal. For high priority escalations, select **ESCALATE CASE**. This will notify the relevant GCS Manager who will contact you to discuss the next steps and understand your criteria for success. Note that you must use either the revise priority or call back options before you can use the “Escalate Case” option for a Priority 2 or Priority 3 Support Case.

If there is still no satisfactory outcome, an Escalation Manager will be assigned to your Case. The global Escalation Management team is there to ensure project level escalations are addressed in an organized and transparent process.

For our Signature Select customers, GCS offers an Emergency Response Team for the most critical issues.

Closing and Reopening a Case

GCS will present you with an answer or solution that may include a workaround. On your acceptance of this solution, the Support Case will close. You may also request Case closure by selecting **CLOSE CASE** on the Informatica Support portal. The **REOPEN CASE** button is available for 30 days after the Case is closed. Use this to reopen the investigation if there is a reoccurrence of the original issue. Alternatively, at any time, you can open a new Case providing a reference to the original Support Case number.

A Support Case may be closed if there is no response from you. GCS will attempt to contact you at least three times over a period of 7 business days. If after this period, there is no update or response, then the Support Case will be closed. If you will be unavailable for a period of time, contact the Support Case owner to discuss options for managing the Support Case.

When a Case is closed, a closure and survey link email is automatically sent to the Primary Contact on the Support Account and any other nominated Contacts.

Support Case Surveys

Customer success and complete satisfaction is the key driver for Informatica. You and the Case Contacts will receive an email with a request to complete a quick survey after a Support Case is closed. The survey has just five questions and an area for additional comments.

The survey is used to measure the level and quality of support you received. There is also a comments field for additional feedback about any other aspect of your Informatica journey.

Informatica appreciates the time you take to complete these surveys as they provide GCS with valuable information about how our service is responding to your needs.

In addition, other customer satisfaction surveys are conducted regularly by Informatica and third-party surveyors. Informatica appreciates all your feedback on these surveys.

Third-Party Vendors

Informatica products interoperate with a wide variety of other vendors' applications and operating platforms. The list of the compatible operating systems, databases, connectors and ERP systems is available in the [Product Availability Matrix](#).

Informatica cannot be held responsible for any faults that arise because of issues with third-party products. In certain situations, GCS may advise you to open an issue directly with another vendor. In these situations, GCS will work together with you and the third-party vendor to find a solution.

For issues arising from specific third-party products, libraries, or applications included as part of an Informatica product, contact GCS for more details.

Support for Software Deployed in Customer's Third-Party Cloud Infrastructure

Informatica will support Informatica Software deployed on your own Cloud Infrastructure. However, if the issue cannot be determined to be either an Informatica Software or a Cloud Infrastructure issue, GCS may ask you to open a support ticket with your Cloud vendor. Informatica will work with you and the Cloud vendor to come to a reasonable resolution.

In certain scenarios, troubleshooting on Virtualized environments could result in longer resolution times. Performance degradation due to running the Software in a Virtual Environment as compared with a non-virtual environment is not considered a product issue. If an issue occurs only in a Virtual Environment and fails to be recreated under a native operating environment, those issues will not be considered Informatica Software defects, and no fixes will be issued.

Informatica Success Offerings

Informatica recognizes that the success of your enterprise data management strategy depends not only on the strength of our products, but also on quality and timely service. No matter where you are in your journey to Cloud, our Support Services deliver a connected and seamless experience to achieve your business outcome. The success framework has three offerings:

Basic Success (Subscription Only)

Designed for non-critical deployments, Basic Success is an entry-level program included with subscription purchases to help you get started. It has a flexible self-paced approach and access to online resources to provide self-help guidance.

Premium Success

Designed for business-critical deployments spanning multiple geographies, Premium Success offers advanced Support Services to meet complex business requirements. Tailored for medium to large scale enterprises, the Premium Success program delivers advanced assisted support, 24x7 access to GCS for critical issues and enhanced adoption resources to deliver success through faster adoption. Note that Premium Success replaced the discontinued Mission Critical support level.

Signature Select (Subscription Only)

Designed for mission-critical deployments, Signature Select offers all features of Premium Success along with proactive Support Services. Recommended for large-scale enterprises where performance and latency are key success factors. Signature Select services are designed to accelerate adoption, derive faster ROI, and accomplish business outcomes. It includes proactive Support Services, enhanced training, and designated customer success resources.

Community Based Support

Cloud Data Integration-Free (CDI-Free) and Cloud Data Integration-PayGo (CDI-PayGo)

With CDI-Free and CDI-PayGo, you can start with simple data integration jobs and modify your data pipeline as you work through your analytics project. For more information, see the [CDI-Free/PayGo blog](#). With CDI-Free, you get in-product support in the form of “how-to” videos, pre-built templates for popular transformations, as well as [community](#) support. CDI-PayGo customers receive Basic Success support and can open a Support Case via the “Actions” widget on the community support page. Support for Data Loader Free is available through [community](#) support.

Data as a Service (DaaS) Support Limitations

Data as a Service (DaaS) includes products such as Address Verification, Telephone Number Validation, and Email Verification. Some features of the Informatica success offerings do not apply to DaaS customers where the current active annual subscription value is less than USD \$10,000. In such cases, customers are entitled to moderated forum-based support on the [Informatica Community](#) portal only. Click [here](#) to view the DaaS product forums.

Success Offering Features

This section covers the individual components of the Informatica success offerings.

	Feature	Basic Success*	Premium Success	Signature Select*
Self Service	Support Channels	Web Only	Web and Telephone	Web and Telephone
	24x7 Self-Help Resources	✓	✓	✓
Assisted Support	Assisted Support Hours	8x5 For All Priorities	24x7 for P1	24x7 for All Priorities
	Assisted Case Management	10 Cases Limit	Unlimited	Unlimited
	Initial Response	2 Business Days	P1=1 Hours P2=4 Hours	P1 = 15/30 Minutes P2 = 2 Hours
	Continued Response		✓	✓
	On Demand Escalations		✓	✓
	Critical Activity / Milestone Support		✓	✓
	Designated Support Team			✓
	Prioritized Emergency Bug Fixes			✓
	Emergency Response Team			✓
Guided Services	Informatica Success Center (University, Success Portal)	✓	✓ Learning Library	✓ MasterPass
	Dedicated Success Team		✓+	✓
	Personalized Success Plan		✓+	✓
	Business Value Review		Annual +	Semi-Annual
	Value Accelerator		1 per year +	✓
	Platform Insights(!)		✓	✓
	Upgrade Intelligence(!)		✓	✓
	Deployment Automation(!)		✓	✓
	Ask An Expert		✓	✓
	Key Event Management			✓++

* Subscription only.

+ Based on qualification for Premium Success customers.

++ Based on qualification for Signature Select customers.

(!) These services are provided on applicable PODs; contact your [CSM](#) for details.

Self Service

GCS provides several channels to help you manage your Informatica ecosystems.

Support Channels

You can contact GCS using the [Informatica Community Portal](#). Premium Success and Signature Select customers can also contact GCS by telephone. See the [Start Your Journey with Informatica Support](#) section for more details.

24x7 Self-Help Resources

All Informatica customers have access to our comprehensive [Knowledge Base](#). The Knowledge Base can be used to search for documented solutions to known technical issues about Informatica products. It also contains answers to FAQs, technical white papers, and “How To” articles. In addition to the Knowledge Base, GCS has its own channel on [YouTube](#) that contains videos aimed at helping you resolve technical issues. Any questions, comments, or ideas about the Knowledge Base can be emailed to the [Informatica Knowledge Base Team](#).

You also have full access to discussion [Forums](#) that are moderated by Informatica, allowing customers, partners, and enthusiasts to share knowledge and solve problems.

For Informatica Intelligent Data Management Cloud (IDMC) customers, Operational Insights is a Cloud-based machine-learning-based operational monitoring and analytics tool that provides predictive insights and recommendations across all your Informatica deployments and assets. The intelligence in Operational Insights is provided by the CLAIRE™ engine, which leverages operational metadata to deliver intelligent recommendations and suggestions. Click [here](#) for more information on Operational Insights.

Assisted Support

If the self-service channels do not help to resolve an issue, Informatica GCS is always available to assist.

Assisted Support Hours

GCS provides 24x7 support for P1 (Priority 1) issues for all our Premium Success and Signature Select customers. See [Priorities](#) for more details.

See [Start Your Journey with Informatica Support](#) section for more information about support hours, support outside Local Business Hours and ways to get in touch with GCS.

Assisted Case Management

For all Premium Success and Signature Select customers, there is no limit to the number of Support Cases that can be opened.

Basic Success customers are limited to opening 10 Support Cases per subscription year. Basic Success customers who reach this limit can upgrade to Premium Success. Contact icare@informatica.com for more information.

Initial Response

GCS will provide an initial response within the designated times shown in the table above during Local Business Hours. For support outside of Local Business Hours or on weekends and public or bank holidays, see [Start Your Journey with Informatica Support](#) section above.

Signature Select includes a target 15-minute initial response for P1 Support Cases involving IDMC production environment down situations that, based on the information provided, are causing widespread business impact. To ensure timely and appropriate prioritization, you will need to provide a detailed description of the issue along with the business impact when opening the Support Case. This information is critical as the initial response time is derived from the case description, enabling our team to promptly address the issue and mobilize resources.

Continued Response

Customers with Premium Success and Signature Select will also receive our continued response update commitment providing you with regular updates on all P1 (Priority 1) Support Cases every 2 hours while we are working on the issue. The Continued Response times are guaranteed during Local Business Hours only. For support outside of Local Business Hours or on weekends and public or bank holidays, see [Start Your Journey with Informatica Support](#) section above.

For Support Cases with Priority 2 and Priority 3 (P2 and P3), the continued response update commitment is based on an agreed timeline between you and Support Engineer owning the Support Case.

On Demand Escalations

If you need to increase priority or attention on a Case, refer to [Escalating a Support Case](#).

Critical Activity Support and Critical Milestone Support

Critical Activity Support (CAS) and Critical Milestone Support (CMS) are services for Premium Success and Signature Select customers. CAS applies to all IDMC Services including MDM SaaS and CMS applies to the Informatica on-premises products described in [Appendix A](#).

The aim of these services is to minimize project risks by helping to identify known issues, incompatibilities, or possible challenges within your environment based on information supplied by you and on standby to support any issues during a critical activity or milestone. The scope of these services covers:

- Review of the critical activity or milestone with a dedicated 30-minute discovery call
- Proactive identification of potential issues
- Review of PAM and Release Notes
- Review of latest patch releases
- Third-party compatibility checks
- Communication channels and GCS engagement during the agreed service period

You could consider using these services for production go-live support, migration of Informatica environments from non-production to production, or during business use-case or load testing.

Note: CAS does not apply to IDMC scheduled releases as described in the [Release Readiness Guide](#). During such releases, GCS is on active alert to assist you with any issues faced during IDMC upgrade activities. Open a Support Case with the relevant priority.

	Critical Activity Support (CAS)	Critical Milestone Support (CMS)
How to request	Open a "Critical Activity Support" Case on the Informatica Support portal .	Open a technical Support Case on the Informatica Support portal with "Critical Milestone Support" in the description line
Products covered	All IDMC Services including MDM SaaS	See Appendix A .
Minimum notice period	10 business days before the critical activity or milestone date	
Information required	On receipt of the request, a GCS engineer will contact you with a list of required materials including details of the activity or milestone, timelines, product and version, environment, and third-party applications.	
Discovery call	On receipt of these, the GCS engineer will set up a discovery call. During the discovery call, the GCS engineer will review the materials and milestone plans with you and provide (a) suggestions or potential remediations; (b) details on how to contact GCS during the agreed milestone period.	
Support duration	Up to 24 hours of standby support which can be scheduled as follows: • 3 Slots of up to 8 hours each • Two slots of up to 12 hours each • One slot of up to 24 hours These hours must be consumed within a week of the date of the first slot.	Up to 8 continuous hours of standby support on the target date.
Service provided	During the CAS delivery hours, a dedicated GCS team will remotely monitor the progress of the activity and be on standby. Should there be any issue during the critical activity, you should open a P1 Support Case adding all the relevant materials and logs recommended in the discovery call.	During the CMS delivery hours, a dedicated GCS team will be on standby. Should there be any issue during the critical activity, you should open a P1 Support Case adding all the relevant materials/logs recommended in the discovery call.
Service allocation per calendar year	1 for Premium Success and 2 for Signature Select customers	1 for Premium Success and Signature Select customers

Services are allocated to your Support Account per calendar year. Allocated hours are per service; any unused hours cannot be carried forward.

Note: Depending on the activity or milestone support, some of the allocated hours may be used in preparation of the support tasks. This will be discussed and agreed during the discovery call.

If additional services are required, they can be purchased at an additional cost. Contact icare@informatica.com for more information.

Designated Support Team

For Signature Select customers only, Informatica provides a team of designated support personnel to enhance the level of understanding of your environment and project, help with continuity, and promote a close working relationship.

Emergency Bug Fixes

For critical product issues, Informatica may issue an [Emergency Bug Fix \(EBF\)](#) to customers with Signature Select and Premium Success support. An EBF request from a Signature Select customer will receive prioritized focus; Premium Success customers may receive an EBF if the issue is not otherwise addressed in an upcoming Cloud release or latest on-premises software Hot Fix or Service Pack. Basic Success customers are not eligible for EBFs.

For critical issues on IDMC, Informatica will evaluate whether an EBF can be provided for regression or blocking issues in a production environment. As IDMC is a multi-tenant solution, an EBF may not be technically feasible to address the issue. Alternatively, where possible, a rollback or replacement library or a workaround may be provided to resolve the issue.

For more information, refer to the following video: [How to Download an EBF](#).

For Informatica on-premises products, see the [Informatica Product Lifecycle Guide](#) for more details.

Emergency Response Team

The Emergency Response Team (ERT) provides focused expertise to rapidly resolve emergency technical situations for Signature Select customers. ERT is a function of the [Escalation Management](#) team and is activated by the regional Escalation Manager. The Escalation Manager is responsible for coordinating with your key milestones and the exit criteria for resolving the situation. ERT covers the following products:

Cloud	On-Premises
All IDMC Services including MDM SaaS	See Appendix A .

Guided Services

Informatica guidance offers a unique set of success services to help accelerate your product adoption and realize your return on investment.

Informatica Success Center (Informatica University and Success Portal)

All our customers have access to the [Informatica Success Portal](#). In addition, Premium Success customers receive one [Learning Library](#) subscription per maintenance / subscription year. Signature Select customers receive one [MasterPass](#) per subscription year.

Dedicated Success Team

A Customer Success Manager (CSM) will be assigned to our Signature Select customers. Premium Success customers may be assigned a CSM based on qualification. You can find your assigned CSM by logging into the Informatica Support portal.

Your CSM will work with you to understand your key business drivers and help align Informatica products with your technology and business initiatives. Your CSM will also be your single point of contact during the on-boarding process.

Your CSM is supported by a team of specialists who will assist with project objectives review, help identify best practices and product adoption, define training requirements, and most importantly help drive customer success.

Personalized Success Plan

As part of our vision for customer success, this feature provides a personalized outcome-based success plan. Your CSM will collaborate with you to prepare the success plan. Your CSM will meet with you regularly to ensure there is strong collaboration and assist you in your journey to realize value and achieve your business outcomes. The success plan helps to ensure that your progress is monitored and tracked based on how you envision your journey. For further information, contact your CSM.

This feature is available for all Signature Select and qualifying Premium Success customers.

Business Value Review

A collaborative service of a regular interlock between you and the Customer Success team to review your progress in your journey to realize business value. The review will comprise of discussions on achievements, challenges, and overcoming obstacles to expedite your business outcomes. For further information, contact your CSM.

This feature is available for all Signature Select and qualifying Premium Success customers.

The following are available to customers subscribing to [Informatica Intelligent Data Management Cloud \(IDMC\)](#) with either Premium Success or Signature Select Support Services

Value Accelerators

Value Accelerators are guidance and technical advisories that provide tailored advice at the appropriate phase to accelerate your [Informatica Intelligent Data Management Cloud \(IDMC\)](#) journey. Your CSM will collaborate closely with you to engage our architects to provide you with guidance at each appropriate stage to review your use case, map the right service offerings to your use case and propose best practices for both architecture and implementation to ensure that you reach your desired outcome faster.

Value accelerators are currently available for all Signature Select customers and qualifying Premium Success customers (1 per year). For further information, contact your CSM.

Platform Insights

Optimize Platform Management by using intelligent automation to streamline upgrades, deployments, and troubleshooting, the service helps you mitigate risks, reduce operational costs, and demonstrate a clear return on investment (ROI) for managing your IDMC environment. See [here](#) for more information.

Note: To fully utilize this feature, you must deploy them in a pre-release Org. For more information on availability of pre-release Orgs, refer to the [Release Readiness Guide](#) or speak to your CSM.

Upgrade Intelligence

Leverage advanced analytics to predict the impact of new features on your environment. This streamlines the IDMC upgrade process and helps you prepare a tailored regression suite for testing, minimizing risk and downtime. See [here](#) for more information.

Note: To fully utilize this feature, you must deploy them in a pre-release Org. For more information on availability of pre-release Orgs, refer to the [Release Readiness Guide](#) or speak to your CSM.

Deployment Automation

Simplify your Software Development Lifecycle (SDLC) with unified asset management, configuration comparisons and streamlined deployments. This improves agility by automating tasks and providing an audited history for governance. See [here](#) for more information.

Note: To fully utilize this feature, you must deploy them in a pre-release Org. For more information on availability of pre-release Orgs, refer to the [Release Readiness Guide](#) or speak to your CSM.

Ask An Expert

Ask an Expert (AAE) gives Premium Success and Signature Select customers access to curated information on a variety of topics across the Informatica product range.

AAE offers a mix of self-help sessions on the [Success Portal](#) and sessions with Informatica subject matter experts.

Where available, you can book a dedicated expert assistance session with an Informatica Subject Matter Expert (SME). These sessions are focused learning experiences, designed to provide in-depth knowledge and expertise on specific topics such as clarity of Informatica product feature and best practices. These sessions offer a platform for knowledge transfer and problem-solving within the area of support.

The AAE SME sessions are (a) delivered only in English, (b) subject to availability and (c) limited to two 1-hour sessions per calendar month per Support Account. They are not available for all products. AAE SME sessions need to be booked at least 5 business days in advance to ensure the availability of the appropriate resources for the discussion topic.

Get started with AAE [here](#).

Key Event Management

Informatica offers a Key Event Management service for qualified Signature Select customers. This service is designed to provide expert support during major releases on the IDMC platform. Support experts will monitor major platform release events in real-time for visible failures on your Orgs. By anticipating risks and enabling rapid issue resolution, it aims to minimize potential impact, optimize event outcomes, and strengthen customer confidence during those major platform events.

Platform Insights, Upgrade Intelligence, and Deployment Automation are prerequisites for Key Event Management. Additionally, Informatica recommends employing the pre-release POD to prepare for major platform release events. For more information on the pre-release POD, refer to the [Release Readiness Guide](#) or speak to your CSM.

Subscription and Support Renewal Policy

Your support is activated when product entitlements and associated Support Services are purchased from Informatica. To continue to qualify for Premium Success or Signature Select, all product subscriptions and Support renewals for perpetual on-premises software licenses must be renewed at the respective level. If the Customer has varying support levels, the products currently at a lower offering level will be upgraded to the higher support level at the next renewal date. There may be an additional cost for this.

Towards the end of a subscription or Support term, customers will be contacted to renew their subscription or Support Services with Informatica.

Subscription

The Products and their subscription term are given in the original Customer order. Subscriptions will be valid for the period defined in the order. Upon the expiry of the Subscription term, access to the Products and Support Services will terminate unless a Subscription renewal is agreed by both parties. Support Services are included in Subscription Fees, and unlike Support Services for perpetual licenses, they may not be separately canceled.

For questions about Subscription terms, Products, or renewals, contact the nearest support center or email icare@informatica.com.

Support Services Renewals for On-Premises Perpetually Licensed Software

To receive the Support Services outlined in this guide, each customer must have an active Support order. Before the end of the support term, an Informatica representative will contact the customer about Support renewal. If for any reason such a contact does not occur, notify us at icare@informatica.com.

Informatica reserves the right to revise Support fees with 90-days' notice.

For questions about maintenance contracts, changes to support plans, co-terming of maintenance agreements, or the renewal dates, email icare@informatica.com.

On-Premises Perpetually Licensed Software Support Services Cancellation Policy

This section applies to on-premises perpetually licensed Software products only.

Cancellation and Re-Instatement Policy

In the event that a Customer cancels Support Services for any perpetually licensed Software, (a) The Customer may continue to use the Software pursuant to Customer's license agreement with Informatica or its reseller; (b) However, during any period in which Customer is not enrolled in Support Services, no support or version updates of Software will be provided to Customer; (c) To reinstate Support Services, Customer must pay to Informatica all accumulated Support fees for the period during which the Customer was not enrolled in Support Services, plus support fees for the annual term in which Customer re-enrolls the applicable Software licenses under Support Services, plus an administrative fee of 25% of the annual Support Services charge. Informatica will provide Support Services for only the latest major release of Software.

Customer must also purchase a minimum twelve (12) months of Support Services for all perpetually licensed Software whose support is being re-instated. For in-term cancellations, Customers will not receive any refund or credit of unexpired Support Services.

Pricing Following Downgrade of Software Licenses or Level of Support

Pricing for Support is based upon the volume of software licenses, term duration, and level of support chosen at the time the Support Services are ordered. Renewals will be quoted assuming the same level and term duration of Support Services on all listed Products and may be requested up to the listed prices then in effect, if the level of Support Services, term duration, or quantity of any supported Product is reduced.

Appendix A

The following on-premises products are included in the ERT and CMS services. Only product versions under general support are covered under these services. Product versions under Extended or Sustaining Support are not included.

- Axon Data Governance
- Data Engineering Integration (DEI)
- Data Quality
- Enterprise Data Catalog (EDC)
- Master Data Management Multidomain Edition (MDM MDE) and 360 Solutions including Product 360
- PowerCenter