Workday Sana Learn Service Definition

G-Cloud 15

workday

INNOVATION SERVICE DESCRIPTION
SANA LEARN

This Innovation Service Description describes Sana Learn from Workday and sets forth the required IS Data and other additional terms. Capitalized terms not defined in this Innovation Service Description are stated in the Workday Innovation Service Addendum, incorporated herein by reference.

Sana Learn:
Sana Learn may be used only by customers with a current subscription to Sana Learn SKU(s). Sana Learn enables organizations to create and deliver learning experiences through content authoring, personalization, and engagement tools.

Customer is responsible for verifying the accuracy of the Results of Sana Learn and making corrections as needed. If Workday makes any features of Sana Learn available to Customer prior to general availability, such features are subject to change or removal at any time in Workday's sole discretion and may therefore be used by Customer for evaluation and testing purposes only. Any products or features ultimately resulting from Sana Learn may be distributed under various Workday offerings and may be subject to additional fees.

***Sana Learn Required Data*:**
IS data is (i) any data submitted to Sana Learn (ii) any data end user input into a conversational interface, and (iii) any configurations in the Workday application suite provided, however, that Workday will use all IS Data described in this Service Description (including all data described in Data Selection) to deliver Sana Learn Features and generate Customer Results. Customer can stop providing IS Data to Sana Learn at any time through IS Enablement. Customer has no obligation to provide IS Data to Sana Learn but Customer's ability to use Sana Learn is conditioned on Customer providing IS Data to Sana Learn.

***Sana Learn Additional Terms*:**
To the extent any of the features provided in this Service Description are described in a Workday Service SKU that customer has purchased, Workday will not have the right to terminate access to those features until the end of customer's subscription to such SKU.

Third party content made available through Sana Learn, including all relevant catalog listing information, is provided by third party content providers, and such content is outside the scope of the Service. Workday has no control over the accuracy, availability, products, services or platforms provided by the third-party content providers. The views and statements made in the third-party content represent the views of the author or content creator, and not the views of Workday. If Customer (or its end users) find any third-party content offensive or inappropriate, then Customer may contact the content creator or the third-party content provider or stop viewing the third-party content. The third-party content providers may remove or make their content unavailable without notice to Customer at any time. Workday may change or remove any third-party content, listing information, or third-party content providers at any time.

Sana Learn allows customers to leverage third party integrations to automate manual processes, increase reporting accuracy, and scale learning initiatives. Workday shall have no liability for and cannot guarantee the continued availability of such integrations and may cease to provide them at any time. Customer is responsible for obtaining any purchases or licensing from third parties required for integration and any data processing between the Customer and third party is subject to the third party's policies and agreements which are outside the scope of the Workday service.

Sana Learn is not designed for the processing of Protected Information. "Protected Information" means (i) Protected Health Information as defined in 45 C.F.R. §160.103 or other health information regulated under Data Protection Laws applicable to Customer, or (ii) special categories of personal data regulated under Article 9 of the General Data Protection Regulation. Sana Learn is part of the Service, but is not covered by the European Union or

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United States Access Policy. Sana Learn may process IS Data in the United States, European Union, and in the region where the Customer's tenant is located.

Customer agrees to comply with the Workday Acceptable Use Policy found at https://community.workday.com/aup.

***SOC Audit*:**
Sana Learn included in Workday's current SOC audit: Yes: ☐ No: ☑

***Tenant Environments*:**
Sana Learn utilizes data from both production and nonproduction tenants: Yes: ☑ No: ☐

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