

## PERFORCE® INFORMATION SECURITY SUPPLEMENT

These Information Security Terms (“**Security Terms**”) supplement the Master Terms and Conditions between Perforce and Customer. Capitalized terms not defined herein shall have the meanings set forth in the Master Terms and Conditions. In the event of any conflict between these Security Terms and the Master Terms and Conditions, these Security Terms shall control.

We will ensure that our third-party providers, suppliers, agents, and subcontractors that provide Offerings to you comply with the applicable provisions of these Security Terms. We will implement appropriate technical and organizational security measures based on applicable Industry Standards and Data Protection Laws. Customer may access Perforce security certifications and audit reports at Perforce Trust Center ([trust.perforce.com](https://trust.perforce.com)), upon acknowledging a nondisclosure agreement, as provided on the Trust Center.

### 1. ADDITIONAL DEFINITIONS

The following definitions apply to these Security Terms:

“**Content**” means any information, materials, or works in any medium or format, including without limitation documents, data, databases, text, graphics, audio files, video files, photographs, images, illustrations, software code, three-dimensional models, designs, and any other digital or electronic materials.

“**Customer Content**” means all Content that Customer or its authorized users upload, input, transmit, or otherwise make available through the Offerings, together with any results, outputs, or derivatives that Customer or its authorized users generate using the Offerings. Customer Content does not include: (a) Third-Party Content; (b) any materials proprietary to Perforce, its Affiliates, or their licensors that are incorporated into or made accessible through the Offerings; or (c) customer contact information, including but not limited to names, email addresses, telephone numbers, mailing addresses, or similar contact details of Customer’s employees, contractors, end users, or other representatives.

“**Industry Standard(s)**” means those commercially reasonable security measures designed to ensure the security of the Offerings provided to you and include standard technical and organizational security measures to ensure the security, integrity, and confidentiality of Customer Content and to protect against the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Customer Content. We will comply with applicable Data Protection Laws to ensure that Customer Content, as it is provided to Perforce, is not destroyed (except as expressly permitted under the Agreement), lost, altered, corrupted, or otherwise impacted such that it is not readily usable by you in your business operations.

“**Security Breach**” means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access to Customer Content that we transmit, store or otherwise process in providing the Offerings.

### 2. INFORMATION SECURITY POLICIES AND MEASURES

- 2.1. **Policies**. Perforce’s senior management will document and approve our information security policies.
- 2.2. **Review of the Policies**. We will review our information security policies at least annually, or promptly after material changes are made to the policies to confirm applicability and effectiveness. We will not make changes to the policies that would materially degrade our security obligations.
- 2.3. **Information Security Reviews**. We will independently review our approach to managing information security and its implementation (i.e., control objectives, controls, policies, processes, and procedures for information security) at planned intervals or when significant changes occur.
- 2.4. **Disaster Recovery**. During the term of the Agreement, we will maintain a disaster recovery (DR) or high availability (HA) solution and related plan that is consistent with Industry Standards. In addition, the solution and related plan will ensure:

- 2.4.1. that installed systems used to provide Offerings will be restored in case of interruption; we can restore the availability and access to Customer Content in a timely manner in the event of a physical or technical incident; and
- 2.4.2. the ongoing confidentiality, integrity, availability, and resilience of systems we use to provide Offerings.
- 2.5. **Testing.** We will maintain a process for regularly testing the effectiveness of our technical and organizational measures for ensuring the security of the processing of Customer Content.

### 3. INFORMATION SECURITY FRAMEWORK

- 3.1. **Security Accountability.** We will assign one or more security officers who will be responsible for coordinating and monitoring all information security functions, policies, and procedures.
- 3.2. **Security Roles and Responsibility.** Perforce personnel, contractors, and agents who provide Offerings will have confidentiality agreements with Perforce.
- 3.3. **Risk Management.** We will perform appropriate information security risk assessments as part of an ongoing risk governance program with the following objectives:
  - 3.3.1. recognize risk;
  - 3.3.2. assess the impact of risk;
  - 3.3.3. where risk reduction or mitigation strategies are identified and implemented, effectively manage the risk with recognition that the threat landscape constantly changes.

### 4. HUMAN RESOURCE SECURITY

- 4.1. **Security Training.** We will provide appropriate security awareness, education, and training to all our personnel and contractors who have access to the Offerings we provide you.
- 4.2. **Background Screening.** We will ensure that background checks have been performed on personnel who are part of teams managing our hosting infrastructure. We will perform background checks in accordance with applicable law and our background screening policies and procedures. We will only allow individuals who have passed background checks to be part of teams managing our hosted infrastructure.

### 5. ASSET MANAGEMENT

- 5.1. We will maintain an asset inventory of all media and equipment where Customer Content is stored. We will restrict access to that media and equipment to our authorized personnel. We will prevent the unauthorized reading, copying, modification, or removal of data media.
- 5.2. We will classify Customer Content so that it is properly identified and will appropriately restrict access to it. Specifically, we will ensure that no person we appoint to process Customer Content will do so unless that person:
  - 5.2.1. has a need to access Customer Content for the purpose of performing our obligations under the Agreement;
  - 5.2.2. has been authorized by Perforce in a manner consistent with our information security policies;
  - 5.2.3. has been fully instructed by us in the procedures relevant to performing our obligations under the Agreement, in particular the limited purpose of processing Customer Content; and

- 5.2.4. is aware that they are prohibited from copying any Customer Content transmitted by you to Perforce, provided, however, that we may retain copies of Customer Content you provide us under the Agreement on our servers for backup and archive purposes until completion of the Agreement.
- 5.3. We will maintain measures to ensure that persons we appoint to process Customer Content will prevent the unauthorized input of Customer Content and the unauthorized inspection, modification, or deletion of stored Customer Content.
- 5.4. We will implement procedures to ensure Customer Content is only allowed on Perforce approved systems which require multi-factor authentication. Customer Content is never allowed to be transferred to external systems, devices or other storage systems.
- 5.5. **Security of Software Components.** We agree to appropriately inventory all Software components (including open-source software) used with the Offerings. We will assess whether any components have any security defects and/or vulnerabilities that could lead to unauthorized disclosure of Customer Content. We will perform an assessment prior to delivery of, or providing you access to, the Offerings and on an ongoing basis during the term of the Agreement. We agree to remediate any security defect or vulnerability we detect in a timely manner.

## 6. **ACCESS CONTROL**

- 6.1. **Policy.** We will maintain an appropriate access control policy that is designed to restrict access to Customer Content and Perforce assets to authorized personnel, agents, and contractors. All references to user accounts and passwords in this Section relate only to Perforce's users, user accounts, and passwords. Section 6 does not apply to your access to and use of the Offerings, your user accounts, or your passwords.
- 6.2. **Authorization.**
- 6.2.1. We will maintain user account creation and deletion procedures for granting and revoking access to all assets, Customer Content, and all Perforce internal applications while providing Offerings under the Agreement. We will assign an appropriate authority to approve creation of user accounts or elevated levels of access for existing accounts.
- 6.2.2. We will maintain and update records of employees and contractors who are authorized to access systems that are involved in providing Offerings to you and review such records regularly. Administrative and technical support personnel, agents, or contractors will only be permitted to have access to such data when required and only if they comply with our applicable technical and organizational measures.
- 6.2.3. We will ensure the uniqueness of user accounts and passwords for everyone. Individual user accounts will not be shared.
- 6.2.4. We will remove access rights of personnel and contractors to assets that store Customer Content upon termination of their employment, contract, or agreement as soon as possible, but no later than the end of the next business day, or adjust access upon change of personnel role.
- 6.3. **Authentication.**
- 6.3.1. We will use Industry Standard capabilities to identify and authenticate personnel, agents, and contractors who attempt to access information systems and assets.
- 6.3.2. We will maintain Industry Standard practices to deactivate passwords that have been corrupted or disclosed.
- 6.3.3. We will monitor for repeated access attempts to information systems and assets.

6.3.4. We will maintain Industry Standard password protection practices that are designed to maintain the confidentiality and integrity of passwords generated, assigned, distributed, and stored in any form.

6.3.5. We will use multi-factor authentication for all administrative access, including domain and cloud portal administrative access. Multi-factor authentication may include techniques such as the use of cryptographic certificates, OTP tokens, or biometrics.

#### 6.4. **Data-processing Equipment.**

6.4.1. We will deny unauthorized persons access to systems and equipment used for processing Customer Content ("**Data-processing Equipment**").

6.4.2. We will prevent the use of automated Data-processing Equipment by unauthorized persons using data communication equipment.

6.4.3. We will ensure that persons authorized to use automated Data-processing Equipment only have access to the Customer Content covered by their access authorization.

6.4.4. We will ensure that it is subsequently possible to verify and establish which Customer Content has been put into automated Data-processing Equipment, when it was added, and by whom the input was made.

### 7. **CRYPTOGRAPHY**

7.1. We will maintain policies and standards regarding the use of cryptographic controls that we implement to protect Customer Content. Such protections will include the pseudonymization and encryption of Customer Content, as further detailed below in Section 9. We will implement Industry Standard key management policies and practices designed to protect encryption keys for their entire lifetime.

### 8. **PHYSICAL AND ENVIRONMENTAL SECURITY**

8.1. **Physical Access to Facilities.** We will limit access to facilities where systems that are involved in providing the Offerings are located to identified personnel, agents, and contractors.

8.2. **Protection from Disruptions.** We will use reasonable efforts, and if within our control, protect equipment from power failures and other disruptions caused by failures in supporting utilities.

8.3. **Secure Disposal or Reuse of Equipment.** We will verify that all Customer Content has been deleted or securely overwritten from equipment containing storage media using Industry Standard processes prior to disposal or reuse.

### 9. **OPERATIONS SECURITY**

9.1. **Operations Policy.** We will maintain appropriate operational and security operating procedures and we will make them available to all Perforce personnel who require them.

9.2. **Protections from Malware.** We will maintain anti-malware controls that are designed to protect systems from malicious software, including malicious software that originates from public networks.

9.3. **Configuration Management.** We will have policies that govern the installation of software and utilities into the cloud environments and infrastructure that is hosting the delivered SaaS applications.

9.4. **Change Management.** We will maintain and implement procedures to ensure that only approved and secure versions of the code, configurations, systems, and applications will be deployed in production environment(s).

9.5. **Encryption of Data.** We will deploy encryption solutions with no less than 256-bit Advanced

Encryption Standard (“AES”) encryption.

- 9.6. **Systems.** We will ensure that the functions of the systems used to provide Offerings perform, that the appearance of faults in the functions is reported, and that stored Customer Content cannot be corrupted by means of a malfunctioning of such systems.

## 10. COMMUNICATIONS SECURITY

### 10.1. Information Transfer.

10.1.1. For Hosted Services, Customer Content is encrypted in-transit and at rest. We will use Industry Standard encryption to encrypt Customer Content.

10.1.2. We will restrict access through encryption to Customer Content stored on media that is physically transported from our facilities.

10.1.3. We will ensure that it is possible to verify and establish the extent to which Customer Content has been or may be transmitted or made available using data communication equipment.

- 10.2. **Security of Network Services.** We will ensure that Industry Standard security controls and procedures for all network services and components are implemented whether such services are provided in-house or outsourced.

- 10.3. **Intrusion Detection.** We will deploy intrusion detection or intrusion prevention systems for all systems used to provide Offerings to you to provide continuous surveillance for intercepting and responding to security events as they are identified and we will update the signature database as soon as new releases become available for commercial distribution.

- 10.4. **Firewalls.** We will have appropriate firewalls in place to only allow documented and approved ports and services to be used. All other ports will be in a deny-all mode.

## 11. SYSTEM ACQUISITION, DEVELOPMENT, AND MAINTENANCE

- 11.1. **Workstation Encryption.** We will require hard disk encryption of at least 256-bit AES on all workstations and/or laptops used by personnel, contractors, and agents where such personnel are accessing or processing Customer Content.

### 11.2. Application Hardening.

11.2.1. We will maintain and implement secure application development policies, procedures, and standards that are aligned to Industry Standard practices such as the SANS Top 25 Security Development Techniques or the OWASP Top Ten project.

11.2.2. All personnel responsible for secure application design, development, configuration, testing, and deployment will be qualified to perform the Offerings and receive appropriate training regarding our secure application development practices.

### 11.3. System Hardening.

11.3.1. We will perform periodic (at least quarterly) access reviews for system administrators for all supporting systems requiring access control.

11.3.2. We will implement patching tools and processes for both applications and operating system software. When outdated systems can no longer be patched, we will update to the latest version of application software. We will remove outdated, unsupported, and unused software from the system.

11.3.3. We will limit administrative privileges to only those personnel who have both the knowledge necessary to administer the operating system and a business need to modify the

configuration of the underlying operating system.

- 11.4. **Infrastructure Vulnerability Scanning.** We will scan our internal environment (e.g., servers, network devices, etc.) related to the Offerings at least monthly and our external environment related to the Offerings at least weekly. We will have a defined process to address any findings and will ensure that any high-risk vulnerabilities are addressed no later than 30 days after discovery.
- 11.5. **Application Vulnerability Assessment.** We will perform an application security vulnerability assessment prior to any new public release. We will have a defined process to address any findings and will ensure that any high-risk vulnerabilities are addressed within 30 days of discovery.
- 11.6. **Penetration Tests and Security Evaluations of Websites.** We will perform a comprehensive penetration test and security evaluation of all systems and websites involved in providing Offerings on a recurring basis no less frequently than once annually. Additionally, we will have an industry-recognized independent third party perform an annual test. We will have a defined process to address any findings but will ensure that any high-risk vulnerabilities are addressed within 30 days of discovery. Upon your written request, but no more than once per year, we will provide an assertion statement to validate the completion of the independent third-party penetration test and attest to the fact that we maintain a process to address findings.

## 12. PERFORCE RELATIONSHIPS

- 12.1. If we use a third-party application or service to provide the Offerings, our contract with that third-party vendor must clearly outline security requirements for the third-party vendor consistent with the security requirements of these Security Terms. In addition, we will ensure clearly defined service level agreements with the third party are in place.
- 12.2. Any third-party gaining access to our systems must be covered by a signed agreement containing confidentiality and security provisions consistent with the confidentiality and security requirements of the Agreement and these Security Terms.
- 12.3. We will perform quality control and security management oversight of outsourced software development.

## 13. INFORMATION SECURITY BREACH MANAGEMENT

### 13.1. Security Breach Response Process

13.1.1. We will maintain a record of Security Breaches noting the description of the Security Breach, the applicable time periods, the impact, the person reporting it, to whom the Security Breach was reported, and the actions taken to remediate the Security Breach.

13.1.2. If there is a Security Breach, we will:

- 13.1.2.1. notify you of the Security Breach by contacting your point of contact in writing promptly, and in any event within 72 hours following the discovery of the Security Breach;
- 13.1.2.2. promptly investigate the Security Breach;
- 13.1.2.3. promptly provide you with all relevant detailed information about the Security Breach; and
- 13.1.2.4. take reasonable steps to mitigate the effects and to minimize any damage resulting from the Security Breach. All Security Breach information we provide to you is Confidential Information.

## 14. SECURITY COMPLIANCE AND ASSESSMENT

- 14.1. Perforce maintains several security certifications such as ISO 27001, SOC 2 and ISO 42001.

- 14.2. We operate an enterprise security management system aligned with ISO-based management system principles and validated through ISO and SOC 2 independent assessments. This program establishes standardized policies, roles, and risk management processes, and ensures that security controls are consistently designed, implemented, monitored, and improved across our environment.
- 14.3. **Customer Security Assessment.** Upon your reasonable request, but no more than once annually, we will complete, in a timely and accurate manner, an information security questionnaire you provide to verify our compliance with these Security Terms ("**Security Assessment**"). For organizations utilizing more than one Perforce Product, you may audit one product per calendar year or may annually submit a consolidated questionnaire to cover all utilized products. If after completion of the Security Assessment, you reasonably determine, or in good faith believe, that our security practices and procedures do not meet our obligations under the Agreement or these Security Terms, then you will notify us of the perceived deficiencies. We will evaluate such perceived deficiencies and engage you (as necessary) to determine if such deficiencies are actual deficiencies in our security practices and procedures.