



INFORMATICA SECURITY VULNERABILITY PATCHING POLICY

Overview

Informatica's goal is to ensure that our customers are provided with high-level protection against identified vulnerabilities and to produce appropriate fixes in a timely manner. Depending on the unique attributes of a given security vulnerability, proposed remediation may be in the form of a software update (either as a patch or a scheduled version release) or mitigating control. In addition, Informatica works to ensure that disclosure of vulnerabilities is carried out through appropriate channels to our customer community.

Computer systems owned or licensed by Informatica or its suppliers for the Cloud Service or Support Service ("Informatica Systems") implement and maintain software designed to detect and prevent malicious code that may perform unauthorized functions or permit unauthorized access to any Informatica System, including computer viruses, Trojan horses, worms, and time bombs.

Vulnerability Priority and Assessment

Upon discovery of a security vulnerability, a process of assessment and analysis commences and may vary depending on the vulnerability attributes. Security vulnerability assessment is performed by our product security and product management teams and includes the evaluation of the risk and potential mitigation. Assessment and analysis may proceed to short term threat reduction (mitigation) and/or long term threat elimination (remediation). Informatica determines remediation priority based on the Common Vulnerability Scoring System (CVSS) severity score, the Exploit Prediction Scoring System (EPSS) severity score, and other contextual factors, including exposure, applicability, and impact of the potential threat or vulnerability. The risk priority of a vulnerability may be reduced or raised from its raw CVSS and EPSS severity scores due to these contextual factors.

Priorities:

Critical - A vulnerability that could be easily exploited by a remote unauthenticated attacker via root-level compromise or otherwise without requiring local system privileges or user interaction, resulting in the loss of confidentiality, integrity, or availability of the system or data.

High - A vulnerability that can easily compromise the confidentiality, integrity, or availability of resources, potentially leading to severe consequences, such as allowing local users to gain privileges, allowing unauthenticated remote users to view protected resources, or allowing authenticated remote users to execute arbitrary code or allow remote users to cause a denial of service.

Medium - A vulnerability that may be more difficult to exploit but could still lead to compromise of the confidentiality, integrity, or availability of resources under certain circumstances. These are the types of vulnerabilities that could have an impact but are less likely to be exploited or do not have a publicly known exploit based on technical evaluation of the flaw or affect unlikely configurations.

Low - All other issues that have a security impact. These are the types of vulnerabilities that are believed to be unlikely to be exploited or where a successful exploit would have minimal consequences.

Security Vulnerability Treatment Response

Informatica's response to identified security vulnerabilities is determined by the risk and severity ratings calculated during the vulnerability assessment. Mitigation times detailed below represent target goals.

For all Cloud Services including the Cloud Secure Agent, except Type III Cloud Services identified as "Cloud Edition": Informatica starts mitigation of critical severity vulnerabilities in Informatica proprietary components within forty-eight (48) hours of determining priority and uses commercially reasonable efforts to remediate within the next monthly release window. Informatica starts mitigation of high-priority vulnerabilities within seven (7) days of determining priority and uses commercially reasonable efforts to remediate within the next monthly release window. Informatica uses commercially reasonable efforts to remediate medium-priority vulnerabilities within the next three (3) monthly release windows and to remediate low-priority vulnerabilities within the next six (6) monthly release windows, except with respect to cloud components of Cloud Data Integration for PowerCenter, Cloud Data Integration for PowerCenter - Pushdown Optimization, and Cloud Data Integration for PowerCenter - Change Data Capture & Real-Time, for which Informatica uses commercially reasonable efforts to remediate medium and low priority vulnerabilities within the next twelve (12) monthly release windows. The "release window" is the time period during which a release is implemented across Informatica Systems and the "next monthly release" is the release immediately after that in which the vulnerability was first confirmed to be present. Mitigations and remediations are deployed by Informatica, except that mitigations and remediations for the Informatica Cloud Secure Agent may be delivered initially as EBFs, which the customer is responsible for deploying based on their maintenance window availability.

For vulnerabilities in third-party and open-source components, Informatica follows the same assessment and remediation



schedules upon the release of the applicable patch by the third-party or open-source vendor.

For all On-Premises Products, On-Premises Products that are Cloud Services Components, and Products identified as "Cloud Edition": Informatica first prioritizes mitigation of vulnerabilities in the current Software hotfix version and then prioritizes mitigation of critical priority vulnerabilities in the next most recent (n-1) Software hotfix version if within the support period. Informatica may require Customer to upgrade to the current Software hotfix version for remediation of other vulnerabilities, including vulnerabilities in third-party and open-source components. Where Informatica mitigates customer-reported vulnerabilities in Software in accordance with the foregoing, Informatica starts mitigation of critical priority vulnerabilities in Informatica proprietary components within forty-eight (48) hours of determining priority, and thereafter provides a mitigation within seventy-two (72) hours to help alleviate impact where feasible, and thereafter uses commercially reasonable efforts to remediate within thirty (30) days; for high priority vulnerabilities Informatica provides a mitigation within 14 days to help alleviate impact where feasible and thereafter uses commercially reasonable efforts to remediate the high-priority vulnerabilities within sixty (60) days. Informatica remediates medium- and low-priority vulnerabilities on a commercially reasonable basis. Remediation may be via updates, upgrades, patches, bug fixes, or hot fixes for Software, which Informatica makes available for implementation by the Customer. The customer is responsible for its decision to delay implementation.