

Workato Services Privacy Policy

Updated: September 11, 2026

This Services Privacy Policy (this “Services Privacy Policy”) explains how Workato (“we”, “us” or “Workato”) collects, uses, shares, and protects the personal information or personal data we collect about individuals (“you”, “yours”) when you use the websites we operate and the services we provide.

This Services Privacy Policy does not apply to our processing of the personal information of our business customers’ consumer or end customer. We process that consumer or end customer information on behalf of our business customers in our capacity as a service provider / sub-processor. Our processing of that information is governed by our agreement with our business customers.

Please read this Services Privacy Policy before using our Services or submitting any personal information to Workato and [contact us](#) if you have any questions. By using the Services or otherwise providing personal information to us, you agree to the practices described in this Services Privacy Policy. If you do not agree to this Services Privacy Policy, please do not access the Services or otherwise provide personal information to us.

This Services Privacy Policy constitutes an integral part of our Terms of Service, which are accessible at <https://www.workato.com/legal/terms-of-service> or the written agreement between you and us for your use of the Services (the “Agreement” or the “Terms of Service”).

1. Definitions

- A. Services or Service** refers to the Sites as well as Workato’s application integration and automation platform, tools, mobile applications, documentation, educational systems, and related services.
- B. Sites** include www.workato.com and other websites under the workato.com domain used for the delivery of the Service.
- C. Users** include subscribers to Workato’s SaaS application integration platform as well as visitors who use or otherwise interact with the Sites and Services.

2. Personal Information We Collect

We collect personal information about you when you provide information directly to us, when third parties such as our business partners or service providers provide us with personal information about you, or when personal information about you is automatically collected in connection with your use of our Services. The following subsections describe the types of data we collect:

A. Essential Account Data

We receive personal information directly from you when you provide it to us as part of creating an Account, including at least: name; email address; and password.

B. Profile Information

We may collect contact information and related personal information, relating to present and prospective customers from various sources, including offline marketing activities. This personal information may include:

- Name
- Phone number
- Role/Title
- Company name
- Physical Address
- Additional/substitute email addresses

- Social media ids and profiles
- Photographs you submit to us
- IP address
- Device ID
- Browsing and/or search history
- Audio and video call recordings

For example, we may collect this information when you:

- Fill in the optional fields that are part of a Workato Account profile
- Provide contact information online, for example to file a support ticket, download or subscribe to Workato content, register for a Workato event, attend a webinar or take a course.
- Visit a website and the information is supplied to us by a cookie or other tracking technology. A cookie is a small text file that collects and tracks certain technical information. See our [Cookie Policy](#) for a description of the information collected from cookies and related tracking technologies, and your rights and options with respect to these technologies.
- Voluntarily join an event, meeting or webinar hosted by or on behalf of Workato.

C. Billing Information

For all paying Users, we maintain a record of Service subscriptions, invoices, billing and payment information.

For Users who pay by credit card, our third-party payment sub-processor as listed on [our subprocessor page](#) will process your credit card information. We will collect and associate the payment information with a Subscription ID but we do not store any payment card information ourselves. If you have questions about how our processor or subprocessor protects the data it receives from Users, please refer to its websites as listed in <https://www.workato.com/legal/sub-processors>.

D. Connection Data

If you access our Site or Service through a third-party service (for example, logging into the Site using Google or Salesforce credentials), or connect an application to Workato, that third party you connected with may pass certain information about your use of its service to Workato. This information could include but is not limited to the User ID associated with your account; an access token necessary to access that service; any information that you have permitted the third party to share with us; and any information you have made public in connection with that third-party service, such as a user profile. The information we receive will depend on the policies and your account settings with the third-party service. We do not use such information to develop, improve or train generalized AI and/or machine learning models without your prior written consent.

E. Form, Email, Chat Data and Meeting Recordings

You may voluntarily submit to us, and we will retain and process information from Web forms and other online communication systems including email and chat applications. This may include personal information, such as your name, job title, company name, address, phone number, email address.

The Service and Sites offer publicly accessible blogs and community forums, to which you may submit content. If you elect to post in a public area of our Sites or Service, any Personal Information or other content that you voluntarily disclose becomes available both to Workato and to the public.

You may voluntarily join a meeting scheduled with Workato. These meetings may be recorded as disclosed when or before you join them.

By attending the meetings, you agree that Workato and its licensees may use your name, image, voice, likeness, performance, statements, and biographical, professional, and other identifying information

(including information provided by you or about you that is publicly available) (collectively, “Likeness”) in connection with the meetings, and that your Likeness can be taken, recorded, edited or used for Workato’s internal purposes such as records keeping and training activities.

F. Usage Data

Workato will compile statistical and technical data and information related to or generated through the performance, operation and use of the Workato Platform and related features and functionality (together, “Usage Data”). For purposes of clarity, Usage Data includes information provided by the Users in connection with the creation or administration of their Account, including names, usernames and email addresses associated with the account, but excludes all data processed in the Services. Workato will not publicly disclose Usage Data unless it is aggregated and anonymized. Workato may use Usage Data during and after the term for the purposes of implementing, operating, maintaining, auditing compliance, and improving (including training and machine learning of) the Services and fulfilling its obligations hereunder.

Workato also maintains system log files which may include internet protocol addresses, browser, internet service provider, pages visited within Workato’s Sites, referring/exit pages, search terms, operating system, date/time stamp, and clickstream data.

G. Summary

In particular, we have collected the following categories of personal information from consumers within the last twelve (12) months:

Category	Examples	Collected
A. Identifiers.	A real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, telephone and mobile phone number, account name, Social Security number, driver’s license number, passport number, or other similar identifiers.	YES (real name, alias, IP address, and email address have been collected)
B. Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).	A name, signature, Social Security number, physical characteristics or description, address, telephone and mobile phone number, passport number, driver’s license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information. Some personal information included in this category may overlap with other categories.	YES (name, physical characteristics in the form of a profile picture, telephone number, and employment have been collected)
C. Protected classification characteristics under California or federal law.	Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information).	NO
D. Commercial information.	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	YES

E. Biometric information.	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.	NO
F. Internet or other similar network activity.	Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.	YES
G. Geolocation data.	Physical location or movements.	NO
H. Sensory data.	Audio, electronic, visual, thermal, olfactory, or similar information.	YES
I. Professional or employment-related information.	Current or past job history.	YES
J. Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)).	Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records.	NO
K. Inferences drawn from other personal information.	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.	YES

3. Sources of Collection

We obtain the categories of personal information listed above from the following categories of sources:

- Directly from you. You may voluntarily provide this information to us by submitting it. For example, from forms you complete or products and services you purchase.
- Indirectly from you. For example, from observing your actions on our Services and/or Site. Specifically, the Sites use tools that record visitor sessions such as keystrokes, mouse movements, clicks, scroll behavior, form entries, page navigation, browsing history, search history, and other information on your interaction with the Sites. These tools include:
 - Session replay and analytics tools, as further described in Section 2.F (“Usage Data”)
 - Live chat, chatbot tools, and call recordings, as further described in Section 2.D (“Form, Email, Chat Data and Event and Meeting Recordings”)
 - Cookies, pixels, and similar tracking technologies, as further described in Section 2.B (“Profile Information”)
- From third-party sources. In some cases, we may collect information about you from other sources, including third parties from whom we purchase personal information and from publicly available information, such as information published on social media sites, to the extent permitted by applicable law, and we may combine that information with personal information provided by you.

4. Use of Personal Information

A. Use by Workato

Workato collects and uses personal information to:

- a) provide its Service to Users;
- b) provide support and maintenance for our Services;
- c) provide personalized content to Users;
- d) contact and communicate with you about the Service and your use of the Service, including by sending you announcements, updates, security alerts, and support and administrative messages;
- e) initiate billing or draw payments for Workato products and/or services, according to the terms of your payment agreement with us;
- f) fulfill or meet the reason you provided the information (For example, if you share your name and contact information to request a price quote or ask a question about our products or services, we will use that personal information to respond to your inquiry. If you provide your personal information to purchase a product or service, we will use that information to process your payment and facilitate delivery. We may also save your information to facilitate new product orders or process returns.);
- g) send you marketing information (depending on whether you have opted out of receiving such communications. For further information, please review Section 7 ('Correcting, Updating or Deleting Your Information'));
- h) troubleshoot problems, provide support, and respond to inquiries you submit to us;
- i) analyze usage of our Services for internal purposes, to improve our marketing and outreach to visitors and potential customers, and to improve the content and functionality of the Services;
- j) comply with applicable laws, lawful requests, and legal process, such as to respond to subpoenas or requests from government authorities;
- k) protect our intellectual property rights, your or others' privacy rights in connection with your use of the Services, (including by making and defending legal claims);
- l) audit our internal processes for compliance with legal and contractual requirements and internal policies;
- m) enforce our Terms of Services;
- n) prevent, identify, investigate and deter fraudulent, harmful, unauthorized, unethical or illegal activity, including cyberattacks and identity theft;
- o) use, process and transcribe the call recordings for its internal lawful purposes such as internal analytics and training purposes.

Note that we will never email you to ask for your Account information; if you receive such an email, please forward it to privacy@workato.com.

If provided, Workato and its providers may use your cell phone number to call or text you in order to provide the Services. Message frequency varies. Message and data rates may apply. You may opt out of SMS communications at any time by replying "STOP" to any message you receive, or by contacting us at privacy@workato.com. After you opt out, we may send you one final message confirming your opt-out has been processed. You may continue to receive other forms of communication (such as email) regarding the Services.

You hereby acknowledge and agree that Workato may use artificial intelligence, machine learning, or other technologies to enhance its permitted use under this Services Privacy Policy, in accordance with applicable laws, industry standards and its Responsible AI Policy. Workato will be responsible for its use

of these technologies and may conduct a review of its use, including the output generated by these technologies. You may learn more about Workato's use of AI by contacting us at privacy@workato.com.

B. Educational Certifications

When you participate in any program or request a certification in any educational offerings provided by Workato, we may, with your consent, display information about your participation in these programs and your completion of activities within them, for certification purposes. This information may be disclosed by Workato for marketing or promotional purposes and may be shared with other Users including the admin in your company, organization or team, who are also a part of the Services, as permitted by law.

C. Testimonials

From time to time, we post User testimonials on the Sites which may contain personal information. We will always obtain your consent before posting your personal information along with your testimonials.

5. Sharing

We may share your personal information by disclosing it to a third party for a business purpose as stated below. Text messaging originator opt-in data and consent will not be shared with any third parties, excluding aggregators and providers of the Text Message services, and other related Workato service providers. We only make these business purpose disclosures under written contracts that describe the purposes, require the recipient to keep the personal information confidential, and prohibit using the disclosed information for any purpose except performing the contract. In the preceding twelve (12) months, Workato has disclosed personal information for a business purpose to the categories of third parties indicated in the chart below in subsection 5.C ("Categories of Third-Party Recipients of Personal Information").

We do not sell personal information. In the preceding twelve (12) months, we have not sold personal information.

A. Third-Party Service Providers

Workato shares personal information with its Affiliates and third-party service providers (such as its credit card processors, learning management systems, support services, research and analytics services, and hosting partners) to provide the necessary hardware, software, networking, storage, and other services we use to operate the Service and maintain a high-quality User experience, or to assist us with our other rightful use of personal information as described in Section 4 ("Use of Personal Information").

Workato may store personal information in internal third-party marketing, customer relationship management ("CRM") programs and mail-management software to facilitate interactions with Users or potential customers and for Workato's sales and marketing purposes. Workato may share personal information with its business partners who offer to resell Workato's products or services, or professional advisers to the extent we are obligated to share or have a legitimate interest in sharing.

In all situations where Workato discloses personal information to third parties acting as service providers or "agents" acting on behalf of Workato, Workato requires the recipient to adequately protect personal information and treat it as confidential.

B. Other Information Sharing

In addition to the purposes described above, we disclose personal information to respond to subpoenas, court orders, on legal process, or to establish or exercise our legal rights or defend against legal claims. We may also share such personal information if we believe it is necessary in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations or our Terms of Service, or as otherwise required by law.

If we are involved in a merger, acquisition, financing due diligence, reorganization, bankruptcy, receivership, dissolution, sale of all or a portion of our assets, or transition of service to another provider (collectively a "Transaction"), your personal information and other information may be shared in the

diligence process with representatives or counterparties and others assisting with the Transaction and transferred to a successor or affiliate as part of that Transaction along with other assets.

Additionally, we may share information, including personal information with our Affiliates, which include Workato Europe, S.A., and Workato Pte. Ltd., and other Affiliates as updated from time to time for administrative, operational, support and marketing purposes.

C. Categories of Third-Party Recipients of Personal Information

Personal Information Category	Category of Third-Party Recipients	
	Business Purpose Disclosures	Sales
A: Identifiers.	Affiliates, learning management systems, customer relationship management programs, mail-management software, SMS providers, and hosting partners	None
B: California Customer Records personal information categories.	Affiliates, learning management systems, customer relationship management programs, mail-management software, SMS providers, and hosting partners	None
C: Protected classification characteristics under California or federal law.	N/A	N/A
D: Commercial information.	Affiliates, learning management systems, customer relationship management programs, mail-management software, and hosting partners	None
E: Biometric information.	N/A	None
F: Internet or other similar network activity.	Affiliates, learning management systems, customer relationship management programs, mail-management software, and hosting partners	None
G: Geolocation data.	N/A	N/A
H: Sensory data.	N/A	N/A

I: Professional or employment-related information.	Affiliates, learning management systems, customer relationship management programs, mail-management software, and hosting partners	None
J: Non-public education information.	N/A	N/A
K: Inferences drawn from other personal information.	Affiliates, learning management systems, customer relationship management programs, mail-management software, and hosting partners	None

6. Links to Other Websites

The Service contains links to websites and applications other than the Service, including websites and applications operated by affiliates and other third parties. We do not determine and we are not responsible for the privacy practices or content of websites and applications owned or operated by third parties. Your browsing and interaction on any third-party website or service, including those that have a link on our Services and/or Site, are subject to that third party's terms and conditions and policies. We encourage you to read the privacy statements and other terms and conditions of third-party websites and applications linked to the Service every time you leave the Service to access such third-party websites.

7. Correcting, Updating or Deleting Your Information

You may update or change the personal information you have provided to us by logging into the Service.

We have established internal policies for the deletion of data from customer Accounts following termination of a customer's subscription to the Service. We will also respond to requests to delete personal information that may be held within our systems, to the extent possible and with the limitation that some information may need to be retained for legal, accounting, or archival purposes (see the "[Data Retention](#)" section of this Services Privacy Policy for details). Note that if you remove or request removal of information that you posted in a public area of the Service, copies may remain viewable in cached and archived pages of the Services, or if other Users have copied or saved that information. Therefore, in some cases, we may not be able to delete your personal information.

To request removal, deletion, correction or updates of your personal information, contact us at privacy@workato.com.

Moreover, if you are a Workato User and would like to opt-out of marketing communications from Workato please contact us at privacy@workato.com or follow the unsubscribe instructions included in the marketing emails. Users in the EU and some other jurisdictions have more specific and additional rights related to their personal information: see Sections 13-15 for more details.

In some instances, for example, instances of Embedded functionality or other cases in which Workato has no direct relationship with the end-customers of a corporate User, we process personal data of our corporate User's end-customers on behalf of our corporate User in our capacity as a service provider / subprocessor. If your data has been submitted to us by or on behalf of a Workato corporate User and you wish to exercise any rights you may have under applicable data protection laws, please inquire with the relevant corporate User directly. Because we may only access customer's data upon their instructions, if you wish to make your request directly to us, please provide us the name of the Workato corporate User who submitted your data to us. We will refer your request to that corporate User and will support them as needed in responding to your request in accordance with our contract with the relevant corporate User.

8. Data Retention

Workato will retain your personal information for a period of time consistent with the original purpose of collection (see the [“Use of Personal Information”](#) section above) or as long as necessary to comply with our legal obligations, maintain accurate accounting, financial and other operational records, resolve disputes, and enforce our Agreements.

We determine the appropriate retention period for personal information on the basis of the amount, nature, and sensitivity of the personal information being processed, the potential risk of harm from unauthorized use or disclosure of the personal information, whether we can achieve the purposes of the processing through other means, and on the basis of applicable legal requirements (such as applicable statutes of limitation).

After expiry of the applicable retention periods, your personal information will be deleted.

Specific information about retention periods for components of a Workato Account can be found in the relevant section of our online documentation. Please also contact us if you have any questions.

9. Incident Management and data breach notification

If Workato becomes aware of and determines that an incident involving personal information qualifies as a breach of security leading to the misappropriation, accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal information that compromises the security, confidentiality or integrity of such personal information, Workato will report such breach to the Workato account holder within 48 hours.

10. International Transfers

Workato offers the option to host and process customer data in specific non-U.S. localities. When selected, all Account Data (as defined in the Agreement), including Account configurations, meta-data, job history summaries, and the Platform Assets contained within the Account and Transaction Data (as defined in the Agreement), including records of processing of customer data transmitted or processed through the Services, as well as job history details and trigger event data, is stored exclusively in the customer's selected region. However, some personal information may still be transferred to the U.S. or other locations and processed there, including chat messages, payment information, support tickets and e-mails to Workato support, Usage Data, information posted to blogs, information collected in connection with our educational offerings, information shared with third parties as described above, and certain Services that utilize third party subprocessors located in the U.S. or other locations, as further described on [our subprocessor page](#). Additionally, Platform Assets (as defined in the Agreement) made public by a Workato user will be made available globally, and Platform Assets metadata including username will be stored in the U.S. to facilitate search for those objects that are shared. Please refer to Section 15 (“Notice to European Users”) below for further information applicable to Users in the EEA and the UK.

For Users located in other jurisdictions, Workato is a global company and has established internal policies about its processing and handling of personal information under its operations around the world in accordance with this Services Privacy Policy, including by taking, and ensuring that any third parties personal information is transferred to take, necessary measures to ensure continuous implementation of equivalent measures for data security and information privacy when data is transferred to any other country. Workato also maintains appropriate technical and organizational measures to ensure the security, privacy and confidentiality of personal information, and takes measures to prevent unauthorized use of personal information, as further detailed in Section 11 (“Security Measures”). Workato employees are regularly trained to carry out their assigned data security-related duties and responsibilities and handling of personal information. You may see more information about the location of Workato's and its Affiliates' offices [here](#) and Workato's sub-processors [here](#). For further inquiries or requests about how your personal information is transferred globally and your related rights under applicable data protection laws, please email privacy@workato.com.

11. Security Measures

We seek to protect personal information using appropriate technical and organizational measures based on the type of personal information and applicable processing activity, as detailed on our Security page. However, no Internet or e-mail transmission is ever fully secure or error free. In particular, e-mail sent to us may not be secure. Therefore, you should take special care in deciding what information you send to us via e-mail. You are responsible for the selection and use of any privacy settings or security capabilities within the Service, or where applicable, third-party applications.

12. Children's Personal Information

Workato does not knowingly collect any personal information from children under the age of 16. If you are under the age of 16, please do not submit any personal information through our Services. We encourage parents and legal guardians to monitor their children's internet usage and to help enforce our Policy by instructing their children never to provide personal information on our Services without their permission. If you have reason to believe that a child under the age of 16 has provided personal information to Workato through our Services, please contact us, and we will use commercially reasonable efforts to delete that information from our databases.

13. Notice to California Residents

Under California Civil Code Sections 1798.83-1798.84, California residents are entitled to ask us for a notice identifying the categories of personal information which we share with our affiliates and/or third parties for marketing purposes, and providing contact information for such affiliates and/or third parties. If you are a California resident and would like a copy of this notice, please submit a written request to: support@workato.com or Workato Inc., 1530 Page Mill Road, Suite 100, Palo Alto, California 94304, United States, Attn: Legal.

Moreover, we are required by the California Consumer Privacy Act of 2018 ("CCPA") to provide this CCPA Notice to California residents to explain how we collect, use and share their personal information, and the rights and choices we offer California residents regarding our handling of their personal information, which the CCPA currently defines as "information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household."

This CCPA Notice does not apply to individuals with whom Workato engages in the individuals' capacity as representatives of businesses that may provide services to Workato, or to which Workato may provide its Services.

- 1. Personal Information Collection, Use, and Disclosure:** We describe the sources through which we collect personal information and the types of personal information collected in the "[Personal Information We Collect](#)" section in this Services Privacy Policy. We describe the purposes for which we use and share this information in the "[Use of Personal Information](#)" section in this Services Privacy Policy.
- 2. California Privacy Rights:** To the extent provided for by law and subject to applicable exceptions, California residents have the following privacy rights in relation to the personal information we collect:
 - a) Right to know what categories of personal information Workato has collected about you, categories of sources from which the personal information is collected, the business or commercial purpose for collecting, selling, or sharing personal information, the categories of third parties with whom Workato shares personal information, and the specific pieces of personal information Workato has collected about you.
 - b) Right to request deletion of any personal information collected by us about you.
 - c) Right to correct inaccurate personal information that we maintain about you.

- d) Right to opt-out of the sale of personal information. Please note that we do not sell personal information we collect from you, in accordance with the definition of sell in the CCPA and its supplemental regulations.
- e) Right against discrimination because you exercised the rights available to you.
- f) Right to protection against waiver of rights.

You can exercise the rights described above, by sending an email to support@workato.com or calling +1-844-469-6752. You may exercise these rights by yourself or via an authorized agent who meets the agency requirements of CCPA. Once you exercise your rights, you agree to receive communication from us seeking information from you in order to verify your identity as the consumer from whom we have collected the personal information and such other information as reasonably required to enable us to fulfill your request. We will not fulfill your request unless you have provided sufficient information for us to reasonably verify that you are the consumer from whom we collected the personal information, as well as sufficient details necessary to help us handle the request.

Note: The Sites do not respond to browser “Do Not Track” (DNT) signals and operates as described in this Services Privacy Policy whether or not a DNT signal is received. If we do so in the future, we will describe how we do so in this Services Privacy Policy.

14. Notice for other US State Residents

Colorado, Connecticut, Virginia, Utah and other US States may each provide their state residents with rights to:

- Confirm whether we process their personal information.
- Access and delete certain personal information.
- Data portability.
- Opt-out of personal data processing for targeted advertising and sales.
- Colorado, Connecticut, and Virginia also provide their state residents with rights to:
- Correct inaccuracies in their personal information, taking into account the information's nature processing purpose.
- Opt-out of profiling in furtherance of decisions that produce legal or similarly significant effects.

To exercise any of these rights please send an email to support@workato.com or call +1-844-469-6752. To appeal a decision regarding a consumer rights request please email privacy@workato.com.

Nevada provides its residents with a limited right to opt-out of certain personal information sales.

Residents who wish to exercise this sale opt-out rights may submit a request by phone by calling: +1-844469-6752. However, please know we do not currently sell data triggering that statute's opt-out requirements.

15. Notice to European Users

If you are a User in the European Economic Area (“EEA”) or the United Kingdom (“UK”), the following provisions apply to you, in addition to the other policies in this Services Privacy Policy. Workato, Inc. is the controller for your personal data. For the purposes of the GDPR, Workato, Inc. is established in the EEA through and Workato Europe, S.A., with office at Av Diagonal Num.497 Esc. P.2 Pta., Barcelona.

A. Legal Bases For Processing

We are required to identify the legal bases for processing personal data about you. We process personal data as follows:

- **Contractual Necessity:** We process the following categories of personal data as a matter of “contractual necessity”, meaning that we need to process the data to perform under our Terms of Service with you, which enables us to provide you with the Services. When we process data due to contractual necessity, failure to provide such personal data will result in your inability to use some or all portions of the Services that require such data.
 - Essential Account Data
 - Essential First-Party Cookies
 - Billing Data
 - Connection Data
 - Online Form, Email and Chat Data used for support services
 - Usage Data required for billing purposes
 - Account information for third-party services (e.g., if a User logs into the Services using a third party such as Google or Office 365).
- **Legitimate Interest:** We process the following categories of personal data when we believe it furthers our legitimate interests or those of third parties, or your legitimate interest. We will rely on our legitimate interests for processing personal data only after balancing our interests and rights against the impact of the processing on individuals.
 - Profile Data
 - Online Form, Email and Chat Data
 - Usage Data

These legitimate interests include:

- Providing the Services to Users
 - Facilitating usage of our Service
 - Responding to your inquiries, comments, feedback or questions
 - Managing our relationship with Users, which includes sending administrative information to Users relating to our Service and changes to our Agreement, and policies, and asking Users to leave a review or take a survey
 - Providing personalized and customized content and information to Users
 - Gaining insights about and making improvements to our business, products and services
 - Administering and protecting our business and the Service, preventing fraud, criminal activity, or misuse of our Service, and ensuring the security of our IT systems, infrastructure and networks (including troubleshooting, testing, system maintenance, support and hosting of data)
 - Providing information to current and prospective users of our products and services
 - Compliance with legal obligations and legal process and protecting our rights, privacy, safety or property, and/or that of our affiliates, you or other third parties
- **Consent:** In some cases, we process personal data based on the consent you expressly grant to us at the time we collect such data, such as in relation to the collection of information through the use of cookies and similar technologies other than strictly necessary technologies. When we process personal data based on your consent, it will be expressly indicated to you at the point and time of collection.
 - **Other Processing Grounds:** From time to time, we may also need to process personal data to comply with a legal obligation.

B. Your Rights Regarding Your Personal Data

You have certain rights with respect to your personal data, including those set forth below, subject to certain conditions and exceptions. For more information about these rights, or to submit a request, please email privacy@workato.com. In some cases, we may also need you to provide us with additional information, which may include personal data, if necessary to verify your identity and the nature of your request.

- **Access:** You can request more information about the processing of personal data we hold about you and request a copy of such personal data. You can also access certain of your personal data by accessing your Account settings or by contacting us at privacy@workato.com.
- **Rectification:** If you believe that any personal data we are holding about you is incorrect or incomplete, you can request that we correct or supplement such data. You can also correct some of this information directly by accessing your Account settings or by contacting us at privacy@workato.com.
- **Erasure:** You can request that we erase some or all of your personal data from our systems by sending a request to privacy@workato.com.
- **Withdrawal of Consent:** If we are processing your personal data based on your consent (as indicated at the time of collection of such data), you have the right to withdraw your consent at any time. However, that if you exercise this right, you may have to then provide express consent on a case-by-case basis for the use or disclosure of certain of your personal data, if such use or disclosure is necessary to enable you to utilize some or all of our Services.
- **Portability:** You can ask for a copy of your personal data in a machine-readable format. You can also request that we transmit the data to another controller where technically feasible, if the processing of your data is based on your consent or on contractual necessity, and if the processing is carried out by automated means.
- **Objection:** You can contact us to let us know that you object to the further use or disclosure of your personal data for certain purposes by sending a request to privacy@workato.com.
- **Restriction of Processing:** You can ask us to restrict further processing of your personal data by sending a request to privacy@workato.com.
- **Right to File Complaint:** You have the right to raise a complaint about Workato's practices with respect to your personal data to your local regulator. If you are located in the United Kingdom and wish to complain about the way we use your personal data, you can email us at privacy@workato.com. Upon receipt of your communication, we will investigate and attempt to resolve any complaints or disputes regarding your personal data. If you are dissatisfied with our response you will have the right to complain to the UK supervisory authority, the Information Commissioner's Office (ICO) or seek to enforce your rights through a judicial remedy. Further information is available on the ICO website (www.ico.org.uk).

C. Transfer of Personal Data

Workato offers its Services to customers in various geographic regions, including the United States, the EEA and the UK. However, as described in Sections 3 (Sources of Collection) and 10 (International Transfers), some personal data may nonetheless be collected, transferred to and stored by us in the United States and by our service providers that are based in the United States as necessary for the purpose of providing the Services and for the business purposes described in this Services Privacy Policy. Laws in the

U.S. may be less stringent or otherwise different from the laws where you reside. Where applicable or required by law, we will ensure that the recipient of your personal data offers an adequate level of protection and security, for instance by entering into appropriate standard contractual clauses or an alternative mechanism for the transfer of data as approved by the European Commission (Art. 46 GDPR) or other applicable regulators. Moreover, we transfer some of your personal data as a matter of

“contractual necessity” (for further information on the type of personal data concerned, please read Section 15.A “Legal Bases For Processing” above).

16. Changes to this Services Privacy Policy

We may, in our sole discretion, modify or update this Policy from time to time. When we post changes to this Services Privacy Policy, we will also revise the “Last Updated” date appearing at the top of the Policy. Any changes to this Services Privacy Policy are effective immediately after we post them. If we make any material changes to this Policy, we will endeavor to notify you by email or by posting a prominent notice on the Sites. We encourage you to review this page periodically for the latest information on our privacy practices. Your continued use of the Services after the publication of any updated Services Privacy Policy shall constitute your agreement to be bound by such changes to this Services Privacy Policy. Your only remedy, if you do not accept the terms of this Services Privacy Policy, is to discontinue use of the Services.

17. Contact Us

If you have questions regarding this Services Privacy Policy or about Workato’s privacy practices, or to file any complaints, please send your inquiries to:

Workato, Inc.

Attention: Privacy Team

1530 Page Mill Road, Suite 100, Palo Alto, California 94304, United States

Email address: privacy@workato.com