onetrust

OneTrust® Support Description

Last updated: September 2, 2025

This OneTrust support description (the "**Support Description**") is governed by the terms of the agreement executed between OneTrust and Customer (the "**Agreement**"). In the event of a conflict between the Support Description and the Agreement, the terms of the Agreement shall prevail. Capitalized terms used but not defined herein shall have the meanings given to them in the Agreement.

1. Introduction

This Support Description sets out the technical support services ("**Support & Maintenance Services**") and other Success Packages entitlements for each Success Package (where applicable) for the Cloud Services[1] provided to Customer under the Agreement.

OneTrust offers four (4) Success Packages: Essential, Plus, Premier and Signature. The Essential Success Package and, where applicable, the Success Package specified on the Order Form shall be provided to Customer in accordance with this Support Description. If no Success Package is designated on the Order Form, Customer is entitled to the Essential Success Package only. OneTrust Essential Success Package consists of the Support & Maintenance Services only.

Success Packages do not apply to Cloud Services provided to Customer as a free trial or as part of a proof of concept.

2. Support & Maintenance Services

2.1. Support

2.1.1. General

During the Subscription Term, OneTrust will provide access to the Support Portal including digital self-help resources and remote assistance to Customer to address Cloud Services reported break-fix issues, including troubleshooting, diagnosis, and potential workarounds where appropriate. Resolutions requiring code fixes will be released following OneTrust's software development and release cycle and may not be available on demand. OneTrust provides support in the English language; other languages may be supported as available but are not guaranteed.

Unless stated otherwise in the applicable Success Packages entitlements below, OneTrust support is available Monday through Friday, between 8AM – 11PM GMT (excluding OneTrust offices local holidays).

Support services are limited to the base delivered functionality of Cloud Services and do not include customization of the product including but not limited to custom roles, CSS, integrations, or other third-party products. Support services do not include assistance for new configurations, training, or implementation activities.

2.1.2. Contacting OneTrust support

To use the support services, named Customer representatives designated by Customer to serve as Customer's primary points of contact with respect to the support services ("**Support Contacts**") must submit a support request via the

[1] The term "Cloud Services" shall have the meaning given to it in the Agreement or, if not defined in the Agreement, shall mean the software-as-a-service products set out in the Order Form or that OneTrust otherwise provides to Customer, including Updates thereto, and any related hosting, content, APIs, software delivery kits, software tools provided by OneTrust, but excluding Third-Party Services.

Support Portal. OneTrust does not offer standby support. Customer shall ensure that Customer's Support Contact(s) have a base knowledge and familiarity with the Cloud Services, and utilize the Cloud Services as part of their roles and duties. Customer must provide OneTrust with all information reasonably necessary to reproduce the error and assist Customer. Where appropriate, Customer may be asked to provide remote access to their production tenant for troubleshooting purposes. Customer has sole discretion whether to allow OneTrust to access Customer's tenant. If Customer elects to grant such access, Customer shall arrange to provide access via an Authorized User or by providing explicit consent from an administrator of Customer's account, and OneTrust will not otherwise access Customer's tenant or include themselves as an Authorized User to Customer's tenant.

2.1.3. Severity level & target response times

Severity	Definition	Example
Severity 1	Critical production issue that renders Cloud Services non-available or unusable. The situation halts Customer's business operations, and no procedural workaround exists. Severity 1 issues may require Customer to have dedicated resources available to work on the issue on an ongoing basis with OneTrust support. • System-wide inaccessibility or other issues that render Cloud Services unusable. • Entire module or core functionality documented in the then-current User Guide unavailable and no procedural workaround exists. • Key OneTrust APIs documented in the then-current User Guide unavailable and no procedural workaround exists.	Inability to login via any browser or access any data in Customer's production tenant
Severity 2	Major functionality is impacted, or significant performance degradation is experienced. The situation is causing a high impact to portions of Customer's business operations, and no reasonable workaround exists. • Cloud Services are operational but their performance is highly degraded to the point of having a major impact on Customer's usage. • Intermittent occurrence of Severity 1 issues. • Important features of the Cloud Services offering documented in the then-current User Guide are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.	Issues relating to major functionality impacting > 50% of Authorized Users
Severity 3	There is a partial, non-critical loss of use of the Cloud Services with a medium-to-low impact on Customer business, but Customer business continues to function. A short-term workaround is available, but not scalable. • Specific feature documented in the then-current User Guide is unavailable or degraded but a reasonable workaround exists. • Specific technical configuration issue.	Issues relating to major functionality impacting < 50% of Authorized Users

Severity 4	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation, or configuration; bug affecting a small number of Authorized Users. Acceptable workaround available. • Routine non-technical enquiries. • General how-to and usage questions. • Cosmetic or non-impacting issues.	Cosmetic issues and/or errors in Documentation

Unless stated otherwise in the applicable Success Packages entitlements below, target times for OneTrust initial response once a support request ticket is processed ("**Target Response Times**") are as follows:

- Severity 1: four (4) business hours
- Severity 2: eight (8) business hours
- Severity 3: sixteen (16) business hours
- Severity 4: twenty-four (24) business hours

Severity determinations are at the sole discretion of OneTrust based on the definitions provided in the Severity Levels table above. If Customer believes it has not received an appropriate response to its support request based on the severity level determined by OneTrust, Customer may escalate by having a Support Contact use the "Escalate" functionality in the Support Portal on an opened support case request.

Target response times and OneTrust's ability to assist Customer are subject to Customer providing the necessary information and tenant access (where applicable), and Customer's availability. Customer may be required to test and accept corrective measures identified by OneTrust to fix the error and agree upon a mutually agreeable time when the fix can be implemented within Customer's production tenant

2.2. Maintenance

For all Success Packages, scheduled Cloud Services maintenance takes place between the hours of 10PM – 2AM (local time) based upon the location of Customer chosen data center, and Customer will receive a notification of scheduled maintenance at least twenty-four (24) hours in advance via the Support Portal (provided Customer has opted to receive notices from the Support Portal).

3. Success Packages Entitlements

This Section 3 describes services included in different Success Packages. Each Success Package entitlement is as shown in Section 5 below and not all services described herein apply to all Success Packages.

3.1. Adoption and Success Alignment

3.1.1. Business Reviews

In-person or remote 1:1 sessions to discuss the status of Customer's adoption of the Cloud Services and corresponding action plan, elaborate on the direction of OneTrust's product, industry trends, and ultimately cement the value derived from using the Cloud Services.

3.1.2. Executive Briefing

In-depth, periodic 1:1 remote or in-person meetings between OneTrust and Customer's senior leadership to review the progress and impact of the partnership through assessing key performance metrics, discussing strategic initiatives, and identifying opportunities for further optimization and growth.

3.1.3. Operational Readiness

Series of remote or in-person 1:1 presentations focusing on the fundamentals for how a customer can effectively manage and support their OneTrust Cloud Services post-go live.

3.1.4. Architectural Engagements

Architectural engagements are strategic, expert-led sessions designed to support scalable adoption of the Cloud Services while aligning with the customer's broader business objectives. Each engagement provides a structured framework for evaluating existing configurations, identifying opportunities for optimization, and planning future architecture to support integration, automation, and governance initiatives.

These engagements may address areas such as deployment strategy design, alignment with internal risk and compliance frameworks, and best practices for reporting, workflow design, and platform governance. They are collaboratively planned by OneTrust and Customer. Each engagement concludes with recommendations intended to accelerate platform adoption and maximize value realization.

Architectural engagements focus on strategic guidance and do not include troubleshooting or hands-on implementation.

3.1.5. Expert Coaching

Expert coaching are tailored meetings to provide guidance to Customer to help explore configuration options, provide technical explanations on how to meet specific use cases and business requirements using the Cloud Services, and to showcase features and functionality to help maximize the value of the Cloud Services. In the event that product specific explanations are required, Customer is able to submit requests for expert coaching sessions via the Support Portal. Expert coaching sessions are specific to certain subject areas and Cloud Services; they exclude implementation or break-fix support services.

Customer is limited to two (2) requests per week, with each request requiring no more than one (1) hour of time from OneTrust assigned resource. The scope and duration of each expert coaching session is determined solely by OneTrust following the assessment of the request. These sessions must be scheduled in advance, and scheduling will be based on the availability of OneTrust resources and on local office business hours and holidays. Expert coaching sessions do not roll forward if unused and are non-transferable within Customer's group of companies or to any other third parties.

3.2. Training

3.2.1. Tailored Training Curriculum

On request tailoring of one (1) of OneTrust off-the-shelf learning track per year to meet Customer's branding and use case needs. This includes:

- adopting a style and/or brand guide with the colors and themes for Customer's organization; and
- customize up to 10% of the course content[2].

[2] Customizations abilities include: (i) specific use cases or user studies; (ii) SOPs, documents, processes, rules/regulations; (iii) exercise/examples; (iv) in-line knowledge check questions (these are unrelated to the course exam); (v) customer provided videos (e.g., introduction, leadership, culture, etc.).

onetrust

3.2.2. Company Private Training Courses

On request up to eight (8) credit hours of private in-person, instructor-led training for up to thirty (30) learners once a year. Additionally, Customer may request private virtual training for up to three (3) courses per year.

Private training courses must be scheduled at least two (2) months in advance. As part of the Private Training Courses, Customer can request to tailor up to 10% of the training content[2].

3.2.3. Trustweek Training Passes

Access to one of OneTrust accredited certification courses during TrustWeek event(s) (where available). Course offerings and timing details are provided per event's location.

3.3. Support

3.3.1. Priority Queuing

Priority Support Ticket Queuing ensures Customer's support requests are prioritized based on Customer's Success Package level, with higher-tier packages receiving the fastest response and resolution ahead of lower-tier packages or Essential Success Package customers.

3.3.2. Assigned Escalation Point of Contact

Upon escalation of complex and high-risk issues, Customer will be assigned a designated Single escalation Point of Contact (SPOC) responsible for the comprehensive management of that issue. This includes escalations related to support tickets, implementation blockers, product features and bugs, go-live issues, and renewal risks. The SPOC coordinates resolution efforts, communicates status updates to internal and external stakeholders, conducts post-resolution RCAs, and drives systemic corrective actions.

3.3.3. Support Reviews

Support Reviews are regularly scheduled meetings to evaluate the performance and effectiveness of OneTrust support services. During these sessions, key metrics are reviewed, recent support cases are discussed, trends identified, and concerns or areas for improvement addressed. The Support Reviews will focus on trends and patterns over the last six (6) months, while specific cases will be reviewed with data from the last three (3) months.

3.3.4. Qualified Support Readiness

Qualified Support Readiness for Special Events provides enhanced support coverage during critical periods, such as major launches, migrations, or high-traffic events. OneTrust collaborates closely with Customer to prepare for these events, ensuring that additional resources and senior support staff are on standby to address any urgent issues swiftly. Requests for Qualified Support Readiness must be submitted at least four (4) weeks prior the supported event.

3.4. Value Assessment & Product Engagement

3.4.1. Business Value Workshop

Interactive session designed to review Customer's current use cases and introduce recommended metrics and Key Performance Indicators (KPIs) to tie to each one. Customer will work with OneTrust to confirm its core use cases and desired business outcomes, identify which metrics matter most to Customer, and create a tailored list of KPIs OneTrust can help monitor on an ongoing basis.

onetrust

3.4.2. Success Metric & KPI Reporting

Guidance on how to measure and track KPIs selected during the Business Value Workshop. This may include guidance on how to configure dashboards focused on KPIs in Customer's production tenant, and/or complete a systematized survey to track progress.

3.4.3. Customer Value Brief

Compilation of the outputs of the Business Value Workshop and Success Metric & KPI Reporting into an executive-ready summary highlighting key outcomes and ROI, showcasing progress against each use case, and providing recommendations for ongoing tracking and reporting.

3.4.4. Roadmap Updates

Customer will be invited to a community group with a pre-recorded video covering OneTrust's product roadmap and an exclusive forum to ask questions monitored by OneTrust. Customer may utilize the Expert Coaching sessions to assist with training on features that are covered in these videos. Release of new features and/or functionalities requested by Customer is not guaranteed; future product versions are subject to OneTrust discretionary review and prioritization.

3.4.5. Private Preview Participation

Voluntary early access to new features, products, and enhancements before they are released to the broader market. By participating in these previews, Customer can test and provide feedback on new developments, ensuring they meet current needs and expectations. Invitations to private previews are subject to Customer being subscribed to and implemented on Cloud Services offering Private Preview at any given time.

3.4.6. OT Advisors

As a member of the OneTrust Advisors, Customer will get early visibility into new ideas and upcoming features, help test prototypes, and share feedback through short surveys or interviews. OneTrust will reach out no more than once a quarter and Customer feedback or participation in testing activities remains at Customer's discretion.

3.4.7. Roadmap Feedback w/ Product Leadership

Roadmap Feedback with Product Leadership offers Customer direct access to OneTrust product leaders upon request to discuss and provide input on the product's future direction. These meetings allow Customer to share specific needs, challenges, and suggestions, ensuring that OneTrust product development aligns closely with business goals.

3.5. Advocacy & Feedback

3.5.1. Networking Events

Invitations to Customer User Groups, Customer Appreciation Events, Customer Success Story Panels, Networking Receptions and Executive Breakfasts are sent to customers based on criteria defined by OneTrust for each events.

3.5.2. TrustWeek Passes

TrustWeek is OneTrust's annual user conference that brings together OneTrust customers, partners, and industry professionals to learn about the latest technology innovations, share best practices, and network with peers.

4. General

Location of Services. All services described in this Support Description are performed remotely, generally via screen shares, telephone, e-mail, support tickets, and other electronic means that may be reasonably requested by Customer.

onetrust

Success Packages will not include any travel or on-site visits to Customer's premises, unless mutually agreed upon by Customer and OneTrust. Travel and expenses are not included in this service and will be invoiced separately (where applicable).

Use of Services. All quantifiable Success Packages entitlements listed in a Success Package are non-transferable, and do not roll over and will not be credited to Customer's account if not used by Customer in the applicable Subscription Term. It is Customer's responsibility to request that such services be performed. The provision of the services described herein by OneTrust is subject to Customer fulfilment of its payment obligations under the Agreement, and OneTrust shall not be obligated to perform such service if Customer account is past due.

No Legal Advice. Alignment and all decisions related to configurations and process workflows within the Cloud Services are the responsibility of Customer. Services described herein, materials, and information provided by OneTrust are not intended, and should not be taken as legal advice. OneTrust does not guarantee compliance with applicable laws and regulations.

Success Package Changes. OneTrust may modify this Support Description (including the services provided under each Success Package) from time-to-time.

Service Level Agreements. This Support Description does not address Service Level Agreement in relation to software infrastructure and uptime availability ("**SLA**"). If applicable, SLAs are governed by the Agreement.

Disclaimer. OneTrust does not guarantee that the Services provided in accordance with this Support Description will resolve all issues presented by Customer. In view of the variety and scope of issues that may arise, target response times cannot be guaranteed, although reasonable efforts will be made to minimize disrupted access to the Cloud Services. Any correction is subject to verification and reproduction of the error by OneTrust with Customer's reasonable assistance. Error corrections may include implementation of a temporary workaround, patch, bypass procedure, or a manual routine by Customer or OneTrust to dimmish or avoid the effect of an error. OneTrust's will not be responsible for any actions performed at the request of Customer.

onetrust

5. Success Packages Entitlements

5.1. Plus Success Package Entitlements

Support	
Sev 1 Support hours	24/7/365
Target Response Times	Sev 1: 3 business hours Sev 2: 6 business hours Sev 3: 10 business hours Sev 4: 20 business hours
Training	
Public Online Certification Training Course	Included
Value Assessment & Product Engagement	
Private Preview Participation	Included[3]
Advocacy & Feedback	
Networking Events • Customer User Groups	Included
TrustWeek	For purchase

[3] Availability of private previews is dependent on active private previews and Customer's purchased Cloud Services.

onetrust

5.2. Premier Success Package[4]

Support	
Sev 1 Support hours	24/7/365
Target Response Times	Sev 1: 2 business hours Sev 2: 4 business hours Sev 3: 8 business hours Sev 4: 16 business hours
RCA target response time – Sev 1 / Sev 2	10d / 15d
Priority Queuing	Included
Adoption & Success Alignment	
Business review	As often as quarterly
Executive Briefing	Annual
Operational readiness plan	Included
Architectural Engagements	Up to two (2) / year
Expert coaching	Two (2) sessions / week
Training	
Public Online Certification Training Course	Included
TrustWeek Training Passes	Two (2) passes per year
Value Assessment & Product Engagement	
Business Value Workshop	Annual
Success Metric & KPI Reporting	Annual
Customer Value Brief	Annual
Roadmap Updates	Semi-annual

[4] Premier entitlements defined herein are only available to Customers with Premier Success Package subscription which started or renewed on or after August 20, 2025. Customers with legacy Premier subscriptions which started or renewed before August 20, 2025, shall refer to the entitlements defined in the support description available at https://www.onetrust.com/success-packages-archive/.

onetrust

Private Preview Participation[5]	Included
Advocacy & Feedback	
Networking Events • Customer User Groups • Customer Appreciation Events • Customer Success Story Panels • Networking Receptions	Included
TrustWeek	Two (2) passes

[5] Availability of private previews is dependent on active private previews and Customer's purchased Cloud Services.

onetrust

5.3. Signature Success Package

Support	
Sev 1 Support hours	24/7/365
Target Response Times	Sev 1: 1 business hours Sev 2: 4 business hours Sev 3: 8 business hours Sev 4: 16 business hours
RCA target response time – Sev 1 / Sev 2	7d / 10d + Root Cause Statement for Sev 3
Priority Queuing	Included
Assigned Escalation Point of Contact	Included
Support Reviews	Up to 2 / year
Qualified Support Readiness for special events	Up to 4 / year
Adoption & Success Alignment	
Business review	Quarterly
Executive Briefing	Semi-annual
Operational readiness plan	Included
Architectural Engagements	Up to six (6) / year
Expert Coaching	Two (2) sessions / week
Training	
Public Certification Training Course	Included
Tailored Training Curriculum	One (1) e-learning tailored track / year
Priority Registration for Product Training	Up to ten (10) persons per course
Company Private Training Courses (Virtual)	Up to three (3) courses
Company Private Training Courses (Onsite)	One (1) private tailored training / year representing up to eight (8) credit hours (up to thirty (30) attendees)
TrustWeek Training Passes	Eight (8) passes / year

onetrust

Value Assessment & Product Engagement	
Business Value Workshop	Annual
Success Metric & KPI Reporting	Semi-annual
Customer Value Brief	Semi-annual
Roadmap Updates	Quarterly
Private Preview Participation[6] • OT Advisers Participation	Included
Roadmap Feedback with Product Leadership	Included
Advocacy & Feedback	
Networking Events • Customer User Groups • Customer Appreciation Events • Customer Success Story Panels • Networking Receptions • Executive Breakfasts or Lunches	Included
TrustWeek	Eight (8) passes + priority speaker application

[6] Availability of private previews is dependent on active private previews and Customer's purchased Cloud Services.