



OneTrust® Product Usage Terms

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This document explains the usage metrics shown on your Order Form, how to track them within your OneTrust environment and what happens if you exceed your usage limits. References to “you” within the document mean the customer identified in the Order Form.

Key Questions You May Have

Which metrics apply to you? The metrics that apply depend on the subscriptions you purchase and will appear on the Order Form. If your Order Form does not list a usage metric for a subscription, no usage limit applies for that subscription.

Where can you track usage? You can monitor most metrics within your OneTrust environment in two ways: either by looking at the Account Management screen within “Global Settings” or by setting up dashboards in your environment. The OneTrust Support Portal can further help you identify where you can monitor your usage.¹

Can you exceed a limit? OneTrust’s goal is not to penalise customers. If you do exceed your contractual limits, OneTrust gives you a 3-month grace period to either reduce usage or purchase a higher tier. At the end of the grace period, OneTrust may send an invoice for any remaining overuse. The full overuse policy is provided below.

Metrics Defined

You will find below the definitions of the terms used on your Order Forms to set the usage limitations. Capitalized terms not defined here have the meanings given in the Master Terms.

Term	Where the metric applies	What it means
Admin User (also referred to as “ Licensed Role ”)	• Privacy Automation • Privacy Automation Suite • Tech Risk & Compliance • Third-Party Risk Management • Third-Party Management Suite • Third-Party Due Diligence • AI Governance	The maximum number of Authorized Users of the Cloud Services who have either • an out-of-the-box paid-for role, or • a custom role that includes at least one paid-for permission (a “Licensed Permission”). The Licensed Roles and Licensed Permissions for each product are listed on the Subscription Management page in the myOneTrust Support Portal. An Admin User in multiple subscriptions counts as an Admin User for each subscription. For example, a user who is an Admin User for both Privacy Automation and AI Governance is counted once under each subscription.

¹ Please refer to the [Monitoring Subscription Consumption](#) page in the myOneTrust Support Portal.

Term	Where the metric applies	What it means
AI-related frameworks	Only applies to Compliance Automation made available through an AI Governance subscription.	Frameworks clearly identified as “AI frameworks” in the Supported Control Frameworks page in the myOneTrust Support Portal.
AI Use Case	AI Governance	The sum of AI Systems, AI Projects, and AI Agents records.
Annual Scanned Volume	Deep Scanning for Privacy Automation (Previously “ Enterprise Data Discovery ”)	The total amount of data scanned during any 12-month period, measured in terabytes (TB).
Annual Screening Volume	Third-Party Due Diligence	The maximum number of data pulls from Dow Jones’ database related to a specific entity or individual that you may run within any 12-month period.
Assets (for Privacy Automation subscriptions “ Privacy Assets ”)	- Privacy Automation - Privacy Automation Suite - Tech Risk & Compliance - Compliance Automation	The maximum number of asset records, each identified by a unique record number.
Average Daily Unique Visitors (ADUV)	- Consent Management Platform (CPM) - Consent Management Platform Suite (CMP Suite)	The total number of unique daily visitors across all channels (e.g., web, mobile, and CTV), aggregated across multiple properties (e.g., domains, apps, and devices), averaged over a period of up to 365 days. This metric ensures a temporary traffic spike does not immediately put you over the limit: we review only your average daily usage over the past 365 days to determine your usage.
Data Subjects	Universal Consent & Preference Management (UCPM)	The total number of customer profiles with a primary identifier (such as an email or phone).
Privacy-related frameworks	Compliance Automation made available through a Privacy Automation or Privacy Automation Suite subscription	Frameworks clearly identified as a “Privacy framework” in the Supported Control Frameworks page in the myOneTrust Support Portal.

Term	Where the metric applies	What it means
Third Parties	- Third-Party Risk Management - Third-Party Management Suite - Third-Party Due Diligence	The maximum number of vendor records, each identified by a unique record number.

OneTrust’s Overuse Policy

OneTrust may monitor your usage to confirm you comply with the usage limits in the Order Form (“**Usage Limit**”). If you exceed a Usage Limit, you must either: (i) reduce usage to fall at or below the Usage Limit; or (ii) purchase a higher usage tier.

If neither of those actions occurs within 3 calendar months after you first exceed the Usage Limit (“**Grace Period**”), OneTrust may charge an additional fee (“**Additional Fee**”) under the Order Form.

The Additional Fee will equal the prorated difference between (a) the price of your subscribed usage tier, and (b) the price for the next usage tier that would accommodate your actual usage, from the start of the Grace Period through the end of the then-current Subscription Term.

Timeline for the Overuse Policy

Event	What happens
1. You go over your limits	Your usage exceeds a contracted usage limit shown on your Order Form.
2. You have 3 months	Within a 3-month grace period from when you exceeded the usage limit, you either: - reduce usage to fall within the limit, or - purchase a higher usage tier.
3. If not resolved	OneTrust may invoice the overuse for the period from the start of the Grace Period to the end of the Subscription Term.