

OT Pro Statement of Work

This OneTrust Pro (“OT Pro”) Statement of Work (“Deployment” or “SOW”) is for OneTrust to provide resources and remote assistance to Customer for Customer’s configuration and technical implementation of its subscription through training materials, webinar resources, and a set number of Q&A sessions with a member of the OneTrust Professional Services team as described in more detail below.

For our customers’ convenience, OneTrust provides a pre-defined approach that is designed to support Customer’s configuration and implementation of its subscription in a smooth and efficient manner supported by a comprehensive library of training and customer self-service material available at My.OneTrust.com.

OneTrust Professional Services can provide a number of additional services outside the scope of this SOW (including requests for functionality enhancements, assistance with data import and platform configuration, project management, technical consulting and integration assistance and training). These can be scoped and defined in a separate Statement of Work via your Account Executive.

This SOW is governed by the terms and conditions executed by OneTrust and Customer (the “Agreement”) as referenced on the ordering document that explicitly authorizes the sale of these OT Pro Professional Services or the applicable online registration form or click through referencing OneTrust Terms and Conditions (the “Order Form”). This SOW applies to each “OneTrust Pro - Professional Services - Deployment” line item on the Order Form. Question and Answer topics specific to different modules are outlined, where available, in the OT Pro Q&A Guide available at <https://cdn.onetrust.com/sows/20210617-OTPro-QA-Guide.pdf>. In the event of a conflict between this SOW and the Agreement, the terms of the Agreement will prevail.

Professional Services Scope and Description

These OT Pro Professional Services have a pre-defined scope consisting of:

- OneTrust’s provision of a step by step guide, training materials and webinar resources to Customer via access to the myOneTrust support portal (located at my.onetrust.com);
- Kick-off call between OneTrust and Customer to:
 1. Explain the OT Pro process and schedule Q&A sessions;
 2. Confirm Customer has access to its environment and the myOneTrust support portal;
 3. Answer preliminary Customer questions; and
 4. Confirm the activities outlined in the SOW to generate defined deliverables
- Q&A sessions between Customer and a member of the OneTrust Professional Services team to answer Customer questions, assist with configuration questions, and provide information on best practices with regard to configuration;
- Background working time for the Professional Services team to respond to specific customer questions and requests and prepare for Q&A sessions based on Customer requirements.

OneTrust Q&A Sessions

The number of Q&A sessions provided is shown in the table below. OT Pro Deployments do not always require all the Q&A sessions or hours before they are completed. Q&A sessions last around one (1) hour each and given the nature of the content and engagement required from Customer, are not recommended to be split into multiple shorter sessions. OneTrust recommends that Q&A sessions take place at least once a week for consecutive weeks and OneTrust will endeavor to accommodate expedited timelines on request.

Subscription Level	Number of sessions
OT Pro	4

Timing and Collaboration

The timeline for completion of the OT Pro SOW is typically 4 weeks from the Deployment kick-off date. Successful delivery is dependent on Customer's active engagement and participation in the sessions and with the self-service material. Any proposed schedule is an estimate and is not a commitment or guarantee of completion within that timeframe. Delays by Customer or Customer dependencies will result in delays to completion of this SOW. If Customer places the Deployment on hold for any reason, the same Professional Services personnel may not be available when Customer is ready to resume implementation. These OT Pro Professional Services (or any remaining portion) expire if not used by Customer within six (6) months of the date of last signature on the Order Form.

It is critical to the success of the Deployment that Customer review and use the step by step guide, training materials, webinars, and applicable discussion boards on the myOneTrust support portal in advance of the Q&A sessions in order to facilitate discussion and help make educated decisions on how Customer wishes to configure the module to best suit its needs. Successful completion of the Deployment requires close collaboration with OneTrust including by (a) assigning an internal primary point of contact for OneTrust (b) allocating sufficient resources and timely performing any tasks (including action items from prior Q&A sessions) reasonably necessary to enable OneTrust to perform its obligations under this SOW, (c) reviewing training materials and webinar resources in advance of the Q&A sessions, and (d) attending and actively participating in scheduled Q&A sessions.

All configuration, settings, and testing are performed in the Customer's production environment. If Customer has purchased a sandbox environment, OneTrust recommends that system testing and training take place in the sandbox environment during implementation, but all final configuration, settings, and testing should be performed in the production environment because many global settings, feature flags and other configuration elements may impact the behavior of the OneTrust system. Any re-creation or duplication of configuration, or migration of data from the sandbox environment to the production environment is Customer's responsibility, however OneTrust can provide this service if requested by Customer subject to the payment of additional fees.

Question and Answer Approach

The OT Pro Deployment follows a "Question and Answer" approach with the Customer completing configuration and set up itself with Q&A support from OneTrust. Customer's administrators involved in the Deployment are responsible for training Customer's end users, making it especially important that Customer involve resources with the competence and bandwidth to handle important configuration and administration tasks during and after the OT Pro Deployment, including end user training.

Transition to Support Team After Deployment Completion

After completion of the OT Pro Deployment, Customer is provided access to the OneTrust Support team for ongoing technical support based on the tier of support services purchased by Customer, as indicated on the Order Form.

Additional Professional Services Available

This SOW includes the activities detailed above. Additional items, including but not limited to system configuration, integration and system set-up are Customer's responsibility and not covered in this SOW. However, OneTrust is able to perform a full range of specific configuration and other value-added services for Customer including provision of enhanced support through a Technical Account Manager, custom or bespoke data import, and technical integrations via a separately scoped and charged Statement of Work. Additional training hours or Q&A sessions can be purchased through a custom SOW. OneTrust also offers a certification training on its platform.

All Professional Services for this Deployment are performed remotely. On-site services and travel are not included as part of this SOW but can be added for additional cost. Complex and bespoke customer requests that cannot be addressed during standard Q&A sessions, including those that require on-site assistance, may require a custom SOW and can be discussed at any time with your Account Executive or Implementation Consultant.

Responsibilities

Customer Responsibilities

1. Review step by step guide, webinars and other training materials provided in MyOneTrust support portal prior to Q&A sessions
2. Participate in kick-off with appropriate resources
3. Attend and participate in all Q&A sessions as scheduled
4. Configure Customer's environment and migrate sandbox to production environment if applicable
5. Rollout to Customer organization including training Customer's end users

OneTrust Responsibilities

1. Confirm Customer access to Customer's environment and myOneTrust support portal
2. Send invitations for kick-off and Q&A sessions per mutually agreed schedule
3. Participate in kick-off and scheduling of Q&A sessions
4. Attend and participate in Q&A sessions as scheduled
5. Transition Customer to OneTrust Support team