

Certificate



Certificate number: 2018-010

Certified by EY CertifyPoint since: May 2, 2018

Based on certification examination in conformity with defined requirements in ISO/IEC 17021-1:2015 and ISO/IEC 27006:2015/A1:2020, the Information Security Management System as defined and implemented by

Zendesk, Inc.*

located in San Francisco, California, United States of America is compliant with the requirements as stated in the standard:

ISO/IEC 27018:2019

Issue date of certificate: April 26, 2024

Re-issue date of certificate: July 18, 2025

Expiration date of certificate: April 12, 2027

Last certification cycle expiration date: April 12, 2024

EY CertifyPoint will, according to the certification agreement dated December 5, 2023, perform surveillance audits and acknowledge the certificate until the expiration date noted above or the expiration of the corresponding ISO/IEC 27001:2022 certification with certificate number 2018-008.

**The certification is applicable for the assets, services and locations as described in the scoping section at the back of this certificate, with regard to the specific requirements for information security as stated in the Statement of Applicability, version 13, dated November 12, 2024.*

DocuSigned by:

Jatin Sehgal

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J. Sehgal | Director, EY CertifyPoint

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Zendesk, Inc.

Scope for certificate: 2018-010

The scope of this ISO/IEC 27018:2019 certification is as follows:

The management of development, operations, maintenance, and delivery of the SaaS products provided to customers by Zendesk, Inc.

The products in-scope are:

Zendesk Suite

- ▶ Ticketing
- ▶ Help Center
- ▶ Community Forums
- ▶ Messaging
- ▶ Live Chat
- ▶ Voice
- ▶ Reporting and Analytics
- ▶ Platform
- ▶ AI Agent Essential
- ▶ Mobile Apps (Ticketing and Live Chat)
- ▶ Mobile Software Development Kits ("SDK") (iOS & Android)
- ▶ AI and Automation
- ▶ Sunshine Conversations

Zendesk Suite Add-Ons (excluding Voice Usage Credits)

- ▶ Customer Lists & NPS Surveys
- ▶ Premium Sandbox
- ▶ Data Storage
- ▶ WhatsApp Numbers
- ▶ High Volume API
- ▶ Zendesk Copilot
- ▶ Advanced Data Privacy and Protection (ADPP)
- ▶ Workforce Management

Zendesk Legacy Add-Ons

- ▶ Productivity Pack
- ▶ Collaboration
- ▶ Unlimited Multibrand
- ▶ Premium Sandbox
- ▶ Social messaging
- ▶ WhatsApp Phone Number Hosting Fee
- ▶ More Storage
- ▶ Priority Support
- ▶ Enhanced Disaster Recovery

This scope is only valid in connection with certificate 2018-010.

Zendesk, Inc.

Scope for certificate: 2018-010

- ▶ Advanced Compliance
- ▶ Data Center Location

The teams in scope include:

- ▶ Engineering: Responsible for the overall delivery of the Zendesk applications. Engineering consists of multiple globally-distributed teams including Architecture, Foundation, Product Design, Product Management, Program Management and Trust & Security.
- ▶ Foundation: A subset of the Engineering team that is responsible for managing the infrastructure of the Zendesk Production applications. Foundation consists of multiple teams and functions including Storage, Secure, Compute, Edge, Optimize, Reliability, and Resilience.
- ▶ Trust and Security: A subset of Engineering, responsible for safeguarding the Zendesk products, its customers and its customers' data, and Zendesk employees. Trust & Security consists of multiple teams and functions including Product Security, Cyber Defense Fusion Center, Governance, Risk, & Compliance

Unless explicitly stated above, all other Zendesk products are out of scope for this certificate. Other Zendesk entities, such as the corporate environment, are also outside the scope of this certificate.

The Information Security Management System is managed centrally out of Zendesk Inc.'s (virtual) headquarters in San Francisco, United States of America.

The Information Security Management System mentioned in the above scope is restricted as defined in "Description of the Information Security Management System (ISMS) and Privacy Information Management System (PIMS) - Security Compliance - Confluence" dated February 11, 2025.

This scope is only valid in connection with certificate 2018-010.