

NEW YORK STATE MODEL DATA PRIVACY AGREEMENT FOR EDUCATIONAL AGENCIES

Icahn Charter School 1, 2, 3, 4, 5, 6 and 7

and

Prezi, Inc.

This Data Privacy Agreement ("DPA") is by and between the **Icahn Charter School 1, 2, 3, 4, 5, 6 and 7**

("EA"), an Educational Agency, and Prezi, Inc. ("Contractor"), collectively, the "Parties".

ARTICLE I: DEFINITIONS

As used in this DPA, the following terms shall have the following meanings:

- 1. Breach:** The unauthorized acquisition, access, use, or disclosure of Personally Identifiable Information in a manner not permitted by State and federal laws, rules and regulations, or in a manner which compromises its security or privacy, or by or to a person not authorized to acquire, access, use, or receive it, or a Breach of Contractor's security that leads to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personally Identifiable Information.
- 2. Commercial or Marketing Purpose:** means the sale, use or disclosure of Personally Identifiable Information for purposes of receiving remuneration, whether directly or indirectly; the sale, use or disclosure of Personally Identifiable Information for advertising purposes; or the sale, use or disclosure of Personally Identifiable Information to develop, improve or market products or services to students.
- 3. Contractor:** A third-party individual or organization engaged under a contract with the EA to provide a service in exchange for compensation.
- 4. Disclose:** To permit access to, or the release, transfer, or other communication of personally identifiable information by any means, including oral, written or electronic, whether intended or unintended.
- 5. Education Record:** An education record as defined in the Family Educational Rights and Privacy Act and its implementing regulations, 20 U.S.C. 1232g and 34 C.F.R. Part 99, respectively.
- 6. Educational Agency:** As defined in Education Law 2-d, a school district, board of cooperative educational services, school, charter school, or the New York State Education Department.
- 7. Eligible Student:** A student who is eighteen years of age or older.
- 8. Encrypt or Encryption:** As defined in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Security Rule at 45 CFR 164.304, means the use of an algorithmic process to

transform Personally Identifiable Information into an unusable, unreadable, or indecipherable form in which there is a low probability of assigning meaning without use of a confidential process or key.

9. **NIST Cybersecurity Framework:** The U.S. Department of Commerce National Institute for Standards and Technology Framework for Improving Critical Infrastructure Cybersecurity Version 1.1.
10. **Parent:** A parent, legal guardian or person in parental relation to the Student.
11. **Personally Identifiable Information (PII):** Means personally identifiable information as defined in section 99.3 of Title 34 of the Code of Federal Regulations implementing the Family Educational Rights and Privacy Act, 20 U.S.C 1232g , and Teacher or Principal APPR Data, as defined below.
12. **Release:** Shall have the same meaning as Disclose.
13. **School:** Any public elementary or secondary school including a charter school, universal pre-kindergarten program authorized pursuant to Education Law § 3602-e, an approved provider of preschool special education, any other publicly funded pre-kindergarten program, a school serving children in a special act school district as defined in Education Law § 4001, an approved private school for the education of students with disabilities, a State-supported school subject to the provisions of Article 85 of the Education Law, or a State-operated school subject to the provisions of Articles 87 or 88 of the Education Law.
14. **Student:** Any person attending or seeking to enroll in an Educational Agency.
15. **Student Data:** Personally identifiable information as defined in section 99.3 of Title 34 of the Code of Federal Regulations implementing the Family Educational Rights and Privacy Act, 20 U.S.C 1232g.
16. **Subcontractor:** Contractor's non-employee agents, consultants and/or subcontractors engaged in the provision of services pursuant to the Service Agreement.
17. **Teacher or Principal APPR Data:** Personally Identifiable Information from the records of an Educational Agency relating to the annual professional performance reviews of classroom teachers or principals that is confidential and not subject to release under the provisions of Education Law §§ 3012-c and 3012-d.

ARTICLE II: PRIVACY AND SECURITY OF PII

1. Compliance with Law.

In order for Contractor to provide certain services ("Services") to the EA pursuant to a contract dated 22 August, 2023 ("Service Agreement"); Contractor may receive PII regulated by several New York and federal laws and regulations, among them, the Family Educational Rights and Privacy Act ("FERPA") at 20 U.S.C. 1232g (34 CFR Part 99); Children's Online Privacy Protection Act ("COPPA") at 15 U.S.C. 6501-6502 (16 CFR Part 312); Protection of Pupil Rights Amendment ("PPRA") at 20 U.S.C.

1232h (34 CFR Part 98); the Individuals with Disabilities Education Act (“IDEA”) at 20 U.S.C. 1400 et seq. (34 CFR Part 300); New York Education Law Section 2-d; and the Commissioner of Education’s Regulations at 8 NYCRR Part 121. Education Law §2-d Bill of Rights for Data Privacy and Security is attached to this DPA as Exhibit A and its Supplemental Information For Contracts That Utilize Personally Identifiable Information is attached to this DPA as Exhibit B. The Parties enter this DPA to address the requirements of New York law. Contractor agrees to maintain the confidentiality and security of PII in accordance with applicable New York, federal and local laws, rules and regulations.

2. Authorized Use.

Contractor has no property or licensing rights or claims of ownership to PII, and Contractor must not use PII for any purpose other than to provide the Services set forth in the Service Agreement. Neither the Services provided nor the manner in which such Services are provided shall violate New York law.

3. Data Security and Privacy Plan.

Contractor shall adopt and maintain administrative, technical and physical safeguards, measures and controls to manage privacy and security risks and protect PII in a manner that complies with New York State, federal and local laws and regulations and the EA’s policies. Education Law Section 2-d requires that Contractor provide the EA with a Data Privacy and Security Plan that outlines such safeguards, measures and controls including how the Contractor will implement all applicable state, federal and local data security and privacy requirements. Contractor’s Data Security and Privacy Plan is attached to this DPA as Exhibit C.

4. EA’s Data Security and Privacy Policy

State law and regulation requires the EA to adopt a data security and privacy policy that complies with Part 121 of the Regulations of the Commissioner of Education and aligns with the NIST Cyber Security Framework. Contractor shall comply with the EA’s data security and privacy policy and other applicable policies.

5. Right of Review and Audit.

Upon request by the EA, Contractor shall provide the EA with copies of its policies and related procedures that pertain to the protection of PII. It may be made available in a form that does not violate Contractor’s own information security policies, confidentiality obligations, and applicable laws. In addition, Contractor may be required to undergo an audit of its privacy and security safeguards, measures and controls as it pertains to alignment with the requirements of New York State laws and regulations, the EA’s policies applicable to Contractor, and alignment with the NIST Cybersecurity Framework performed by an independent third party at Contractor’s expense, and provide the audit report to the EA.

Contractor may provide the EA with a recent industry standard independent audit report on Contractor's privacy and security practices as an alternative to undergoing an audit.

6. Contractor's Employees and Subcontractors.

- (a) Contractor shall only disclose PII to Contractor's employees and subcontractors who need to know the PII in order to provide the Services and the disclosure of PII shall be limited to the extent necessary to provide such Services. Contractor shall ensure that all such employees and subcontractors comply with the terms of this DPA.
- (b) Contractor must ensure that each subcontractor performing functions pursuant to the Service Agreement where the subcontractor will receive or have access to PII is contractually bound by a written agreement that includes confidentiality and data security obligations equivalent to, consistent with, and no less protective than, those found in this DPA.
- (c) Contractor shall examine the data security and privacy measures of its subcontractors prior to utilizing the subcontractor. If at any point a subcontractor fails to materially comply with the requirements of this DPA, Contractor shall: notify the EA and remove such subcontractor's access to PII; and, as applicable, retrieve all PII received or stored by such subcontractor and/or ensure that PII has been securely deleted and destroyed in accordance with this DPA. In the event there is an incident in which the subcontractor compromises PII, Contractor shall follow the Data Breach reporting requirements set forth herein.
- (d) Contractor shall take full responsibility for the acts and omissions of its employees and subcontractors.
- (e) Contractor must not disclose PII to any other party unless such disclosure is required by statute, court order or subpoena, and the Contractor makes a reasonable effort to notify the EA of the court order or subpoena in advance of compliance but in any case, provides notice to the EA no later than the time the PII is disclosed, unless such disclosure to the EA is expressly prohibited by the statute, court order or subpoena.

7. Training.

Contractor shall ensure that all its employees and Subcontractors who have access to PII have received or will receive training on the federal and state laws governing confidentiality of such data prior to receiving access.

8. Termination

The obligations of this DPA shall continue and shall not terminate for as long as the Contractor or its sub-contractors retain PII or retain access to PII.

9. Data Return and Destruction of Data.

- (a) Protecting PII from unauthorized access and disclosure is of the utmost importance to the EA, and Contractor agrees that it is prohibited from retaining PII or continued access to PII or any copy, summary or extract of PII, on any storage medium (including, without limitation, in secure data centers and/or cloud-based facilities) whatsoever beyond the period of providing Services to the EA, unless such retention is either expressly authorized for a prescribed period by the Service Agreement or other written agreement between the Parties, or expressly requested by the EA for purposes of facilitating the transfer of PII to the EA or expressly required by law. As applicable, upon expiration or termination of the Service Agreement, Contractor shall transfer PII, in a format agreed to by the Parties to the EA.
- (b) If applicable, once the transfer of PII has been accomplished in accordance with the EA's written election to do so, Contractor agrees to return or destroy all PII when the purpose that necessitated its receipt by Contractor has been completed. Thereafter, with regard to all PII (including without limitation, all hard copies, archived copies, electronic versions, electronic imaging of hard copies) as well as any and all PII maintained on behalf of Contractor in a secure data center and/or cloud-based facilities that remain in the possession of Contractor or its Subcontractors, Contractor shall ensure that PII is securely deleted and/or destroyed in a manner that does not allow it to be retrieved or retrievable, read or reconstructed. Hard copy media must be shredded or destroyed such that PII cannot be read or otherwise reconstructed, and electronic media must be cleared, purged, or destroyed such that the PII cannot be retrieved. Only the destruction of paper PII, and not redaction, will satisfy the requirements for data destruction. Redaction is specifically excluded as a means of data destruction.
- (c) Contractor shall provide the EA with a written certification of the secure deletion and/or destruction of PII held by the Contractor or Subcontractors.
- (d) To the extent that Contractor and/or its subcontractors continue to be in possession of any de-identified data (i.e., data that has had all direct and indirect identifiers removed), they agree not to attempt to re-identify de-identified data and not to transfer de-identified data to any party.

10. Commercial or Marketing Use Prohibition.

Contractor agrees that it will not sell PII or use or disclose PII for a Commercial or Marketing Purpose.

11. Encryption.

Contractor shall use industry standard security measures including encryption protocols that comply with New York law and regulations to preserve and protect PII. Contractor must encrypt PII at rest and in transit in accordance with applicable New York laws and regulations.

12. Breach.

(a) Contractor shall promptly notify the EA of any Breach of PII without unreasonable delay no later than seven (7) business days after discovery of the Breach. Notifications required pursuant to this section must be in writing, given by personal delivery, e-mail transmission (if contact information is provided for the specific mode of delivery), or by registered or certified, and must to the extent available, include a description of the Breach which includes the date of the incident and the date of discovery; the types of PII affected and the number of records affected; a description of Contractor's investigation; and the contact information for representatives who can assist the EA. Notifications required by this section must be sent to the EA's District Superintendent or other head administrator with a copy to the Data Protection Office. Violations of the requirement to notify the EA shall be subject to a civil penalty pursuant to Education Law Section 2-d. The Breach of certain PII protected by Education Law Section 2-d may subject the Contractor to additional penalties.

(b) Notifications required under this paragraph must be provided to the EA at the following address:

[Name: Richard Santiago

Title: Deputy Superintendent

Address: 1500 Pelham Parkway South

City, State, Zip: Bronx, NY 10461

Email: rsantiago@ccics.org

13. Cooperation with Investigations.

Contractor agrees that it will cooperate with the EA and law enforcement, where necessary, in any investigations into a Breach. Any costs incidental to the required cooperation or

participation of the Contractor or its' Authorized Users, as related to such investigations, will be the sole responsibility of the Contractor if such Breach is attributable to Contractor or its Subcontractors.

14. Notification to Individuals.

Where a Breach of PII occurs that is attributable to Contractor, Contractor shall pay for or promptly reimburse the EA for the full cost of the EA's notification to Parents, Eligible Students, teachers, and/or principals, in accordance with Education Law Section 2-d and 8 NYCRR Part 121.

15. Termination.

The confidentiality and data security obligations of the Contractor under this DPA shall survive any termination of this DPA but shall terminate upon Contractor's certifying that it has destroyed all PII.

ARTICLE III: PARENT AND ELIGIBLE STUDENT PROVISIONS

1. Parent and Eligible Student Access.

Education Law Section 2-d and FERPA provide Parents and Eligible Students the right to inspect and review their child's or the Eligible Student's Student Data stored or maintained by the EA. To the extent Student Data is held by Contractor pursuant to the Service Agreement, Contractor shall respond within thirty (30) calendar days to the EA's requests for access to Student Data so the EA can facilitate such review by a Parent or Eligible Student, and facilitate corrections, as necessary. If a Parent or Eligible Student contacts Contractor directly to review any of the Student Data held by Contractor pursuant to the Service Agreement, Contractor shall promptly notify the EA and refer the Parent or Eligible Student to the EA.

2. Bill of Rights for Data Privacy and Security.

As required by Education Law Section 2-d, the Parents Bill of Rights for Data Privacy and Security and the supplemental information for the Service Agreement are included as Exhibit A and Exhibit B, respectively, and incorporated into this DPA. Contractor shall complete and sign Exhibit B and append it to this DPA. Pursuant to Education Law Section 2-d, the EA is required to post the completed Exhibit B on its website.

ARTICLE IV: MISCELLANEOUS

1. Priority of Agreements and Precedence.

In the event of a conflict between and among the terms and conditions of this DPA, including all Exhibits attached hereto and incorporated herein and the Service Agreement, the terms and conditions of this DPA shall govern and prevail, shall survive the termination of the Service Agreement in the manner set forth herein, and shall supersede all prior communications, representations, or agreements, oral or written, by the Parties relating thereto.

2. Execution.

This DPA may be executed in one or more counterparts, all of which shall be considered one and the same document, as if all parties had executed a single original document, and may be executed utilizing an electronic signature and/ or electronic transmittal, and each signature thereto shall be and constitute an original signature, as if all parties had executed a single original document.

| EDUCATIONAL AGENCY | CONTRACTOR |
|--|---|
| BY:  | BY:  |
| Richard Santiago | Lorri Kohler |
| Deputy Superintendent | Compliance, DPO |
| Date: 11/07/2023 | Date: 22 August 2023 |

EXHIBIT A - Education Law §2-d Bill of Rights for Data Privacy and Security

Parents (including legal guardians or persons in parental relationships) and Eligible Students (students 18 years and older) can expect the following:

1. A student's personally identifiable information (PII) cannot be sold or released for any Commercial or Marketing purpose. PII, as defined by Education Law § 2-d and the Family Educational Rights and Privacy Act ("FERPA"), includes direct identifiers such as a student's name or identification number, parent's name, or address; and indirect identifiers such as a student's date of birth, which when linked to or combined with other information can be used to distinguish or trace a student's identity. Please see FERPA's regulations at 34 CFR 99.3 for a more complete definition.
2. The right to inspect and review the complete contents of the student's education record stored or maintained by an educational agency. This right may not apply to Parents of an Eligible Student.
3. State and federal laws such as Education Law § 2-d; the Commissioner of Education's Regulations at 8 NYCRR Part 121, FERPA at 12 U.S.C. 1232g (34 CFR Part 99); Children's Online Privacy Protection Act ("COPPA") at 15 U.S.C. 6501-6502 (16 CFR Part 312); Protection of Pupil Rights Amendment ("PPRA") at 20 U.S.C. 1232h (34 CFR Part 98); and the Individuals with Disabilities Education Act ("IDEA") at 20 U.S.C. 1400 et seq. (34 CFR Part 300); protect the confidentiality of a student's identifiable information.
4. Safeguards associated with industry standards and best practices including, but not limited to, encryption, firewalls and password protection must be in place when student PII is stored or transferred.
5. A complete list of all student data elements collected by NYSED is available at www.nysed.gov/data-privacy-security/student-data-inventory and by writing to: Chief Privacy Officer, New York State Education Department, 89 Washington Avenue, Albany, NY 12234.
6. The right to have complaints about possible breaches and unauthorized disclosures of PII addressed. (i) Complaints should be submitted to the EA at: Resolution@ccics.org. (ii) Complaints may also be submitted to the NYS Education Department at www.nysed.gov/data-privacy-security/report-improper-disclosure, by mail to: Chief Privacy Officer, New York State Education Department, 89 Washington Avenue, Albany, NY 12234; by email to privacy@nysed.gov; or by telephone at 518-474-0937.
7. To be notified in accordance with applicable laws and regulations if a breach or unauthorized release of PII occurs.
8. Educational agency workers that handle PII will receive training on applicable state and federal laws, policies, and safeguards associated with industry standards and best practices that protect PII.
9. Educational agency contracts with vendors that receive PII will address statutory and regulatory data privacy and security requirements.

| CONTRACTOR | |
|-------------------|--|
| [Signature] |  |
| [Printed Name] | Lorri Kohler |
| [Title] | Compliance, DPO |

EXHIBIT B

BILL OF RIGHTS FOR DATA PRIVACY AND SECURITY -

SUPPLEMENTAL INFORMATION FOR CONTRACTS THAT UTILIZE PERSONALLY IDENTIFIABLE INFORMATION

Pursuant to Education Law § 2-d and Section 121.3 of the Commissioner's Regulations, the Educational Agency (EA) is required to post information to its website about its contracts with third-party contractors that will receive Personally Identifiable Information (PII).

| | |
|---|---|
| Name of Contractor | Prezi, Inc. |
| Description of the purpose(s) for which Contractor will receive/access PII | Prezi collects limited PII (first name, last name, organization name, email address) to provision accounts and to authenticate for technical support |
| Type of PII that Contractor will receive/access | Check all that apply: <input type="checkbox"/> Student PII <input type="checkbox"/> APPR Data |
| Contract Term | Contract Start Date <u>22 AUG 2023</u> Contract End Date <u>21 AUG 2024</u> |
| Subcontractor Written Agreement Requirement | Contractor will not utilize subcontractors without a written contract that requires the subcontractors to adhere to, at a minimum, materially similar data protection obligations imposed on the contractor by state and federal laws and regulations, and the Contract. (check applicable option) <input checked="" type="checkbox"/> Contractor will not utilize subcontractors. <input type="checkbox"/> Contractor will utilize subcontractors. |
| Data Transition and Secure Destruction | Upon expiration or termination of the Contract, Contractor shall: <ul style="list-style-type: none">Securely transfer data to EA, or a successor contractor at the EA's option and written discretion, in a format agreed to by the parties.Securely delete and destroy data. |

| | |
|---|---|
| Challenges to Data Accuracy | Parents, teachers or principals who seek to challenge the accuracy of PII will do so by contacting the EA. If a correction to data is deemed necessary, the EA will notify Contractor. Contractor agrees to facilitate such corrections within 21 days of receiving the EA's written request. |
| Secure Storage and Data Security | <p>Please describe where PII will be stored and the protections taken to ensure PII will be protected: (check all that apply)</p> <p><input checked="" type="checkbox"/> Using a cloud or infrastructure owned and hosted by a third party.</p> <p><input type="checkbox"/> Using Contractor owned and hosted solution</p> <p><input type="checkbox"/> Other:</p> <p>Please describe how data security and privacy risks will be mitigated in a manner that does not compromise the security of the data:</p> |
| Encryption | Data will be encrypted while in motion and at rest. |

| CONTRACTOR | |
|----------------|---|
| [Signature] |  |
| [Printed Name] | Lorri Kohler |
| [Title] | Compliance, DPO |
| Date: | 22 August 2023 |

EXHIBIT C - CONTRACTOR'S DATA PRIVACY AND SECURITY PLAN

CONTRACTOR'S DATA PRIVACY AND SECURITY PLAN

The Educational Agency (EA) is required to ensure that all contracts with a third-party contractor include a Data Security and Privacy Plan, pursuant to Education Law § 2-d and Section 121.6 of the Commissioner's Regulations. For every contract, the Contractor must complete the following or provide a plan that materially addresses its requirements, including alignment with the NIST Cybersecurity Framework, which is the standard for educational agency data privacy and security policies in New York state. While this plan is not required to be posted to the EA's website, contractors should nevertheless ensure that they do not include information that could compromise the security of their data and data systems.

| Contractor's Data Privacy and Security Plan | | |
|---|---|--|
| Contractor's Data Privacy and Security Plan | | |
| 1 | How we will implement applicable data security and privacy contract requirements over the life of the Contract. | Prezi has a compliance program comprised of a leader, automated controls and an internal audit program. "Standard" data security protections are automated and subject to our audit program. Any non-standard requirements are program managed at start of contract with our compliance and infosec teams to assure a means to adhere to the requirements defined. |
| 2 | Our administrative, operational and technical safeguards and practices that we have in place to protect PII. | <p>1. Physical Access Controls</p> <p>Prezi implements suitable measures in order to prevent unauthorized persons from gaining physical access to systems (namely database and application servers and related hardware) where Data is processed or used. This is accomplished by:</p> <ul style="list-style-type: none">• All production infrastructure responsible for processing and storing customer data is within a physically secure data center provided by Amazon Web Services (AWS). AWS has strict security measures deployed and described in the their security & compliance white papers which can be found at https://aws.amazon.com/whitepapers/#security. Prezi employees do not have physical access to the data center facilities.• The Prezi office buildings are protected with security guards during the night, while certain areas are also equipped with closed-circuit cameras.• Employees need to use badges, which are required to access the Prezi office area.• Prezi guests need to register themselves in the reception area.• Prezi has implemented a physical and visitor access policy to protect company assets. <p>2. Electronic Access Controls</p> |

| | |
|--|--|
| | <p>Prezi implements suitable measures (including industry standard encryption) to prevent its systems from being used by unauthorized persons. This is accomplished by:</p> <ul style="list-style-type: none"> • Identification of all authorized user to Prezi's systems. • Access to data processing systems is logged, monitored, and tracked. • Authorized users are required to have a password set up on their laptops and workstations. Password complexity and full disk encryption is enforced. Screen lock after a certain time period is also enforced. • Multi-factor authentication for accessing high risk systems is enforced. • Allowing only key-based authentication for SSH access. • Industry standard TLS encryption between client to server and server to server communication. <p>3. Data Management controls</p> <p>Prezi ensures that the persons entitled to use its systems are only able to access the data within the scope and to the extent covered by their respective access permission (authorization) and that Personal Data cannot be read, copied or modified or removed without authorization. This is accomplished by:</p> <ul style="list-style-type: none"> • Employee policies and training in respect of each employee's access rights and management of Personal Data. • Effective and measured disciplinary action against individuals who access Personal Data without authorization. • Automated monitoring of systems access to Personal Data with automatic thresholds to alert on suspicious access. • Release of data to only authorized persons. <p>4. Data Transfer Controls</p> <p>Prezi implements suitable measures to prevent Personal Data from being read, copied, altered or deleted by unauthorized parties during the transfer of data. This is accomplished by:</p> <ul style="list-style-type: none"> • Use of firewall to protect the gateways and pipelines through which the data travels. • Industry standard TLS encryption between client to server and server to server communication. |
|--|--|

- Avoiding to store personal data on mobile storage media for transportation purposes and on laptops or other mobile devices or only with strong encryption protection.
- Employee policies and training in respect of data management and transfer of Personal Data.

5. Data Integrity Controls

Prezi implements suitable measures to ensure that it is possible to check and establish whether and by whom Personal Data have been added, modified or deleted in data processing systems. This is accomplished by:

- Identification and authentication of Authorized Persons with rights to input, as well as for the reading, alteration and deletion of stored data.
- Logging and tracking of authorization by Prezi personal in the event of an official request of adding, modifying or deleting data.
- Only Authorized Persons are allowed to “impersonate” customers upon incidents or in relation to a support request. Impersonation requires providing a business reason. The provided business reasons are reviewed periodically.

6. Control Verification and Auditing

Prezi implements suitable measures to ensure that, in the case of commissioned processing of Personal Data, the data are processed strictly in accordance with the instructions of the Customer. This is accomplished by:

- Upon request Prezi will provide Customer a summary of audit Reports, Prezi's privacy and security policies and/or other documentation reasonably required by Customer to verify Prezi's compliance with this DPA.
- In the event the Reports does not provide, in Customer's reasonable judgment, sufficient information to confirm Prezi's compliance with the terms of this DPA, then Customer or an accredited third-party audit firm agreed to by both Customer and Prezi may audit Prezi's compliance with the terms of this DPA during regular business hours, with reasonable advance notice (of at least 15 business days) to Prezi and subject to reasonable confidentiality procedures. Customer is responsible for all costs and fees related to such audit, including all reasonable costs and fees for any and all time Prezi expends for any such audit, in addition to the rates for services performed by Prezi. Before the commencement of any such audit, Customer and Prezi shall mutually agree upon the scope, timing, and duration of the audit. Customer shall promptly notify Prezi with information regarding any non-compliance discovered during the course of an audit. Customer may not audit Prezi more than once annually.

7. Availability Controls

| | | |
|---|--|--|
| | | <p>Prezi implements suitable measures to ensure that Personal Data are protected from accidental destruction or loss, and that Prezi is able to restore the availability and access to Personal Data in a timely manner in the event of a Security Breach. This is accomplished by:</p> <ul style="list-style-type: none"> • Services' architecture upholds industry best practices of infrastructure redundancy, resiliency and rapid recovery. • Services are actively monitored by tracking uptime and overall availability. • Automatic alerts are triggered when service interruption is detected. • Services are deployed in multiple data centers for redundancy. • Backup is stored in another region and available for restore in case of failure. <p>8. Data Isolation Controls</p> <p>Prezi implements suitable measures to ensure that data collected for different purposes can be processed separately. This is accomplished by:</p> <ul style="list-style-type: none"> • Access to data is separated through application security for the appropriate users. • Data is stored, where reasonably possible, in separate databases to fulfill the individual purpose of processing and/or function. • Reports and batch processing are designed for only specific purposes and functions, so data collected for specific purposes is processed separately. <p>9. Quality Controls</p> <ul style="list-style-type: none"> • Prezi regularly tests, assesses and evaluates the effectiveness of the technical and organizational measures it has in place for ensuring the security of its processing of Personal Data. |
| 3 | <p>Prezi conducts training for your employees and any subcontractors engaged in the provision of services under the Contract which covers our control processes as well as details on the federal and state laws that govern the confidentiality of PII.</p> | <p>Prezi employees and subcontractors are subject to annual comprehensive training and bi monthly targeted topic training</p> |

| | | |
|---|--|--|
| 4 | Our contracting processes that ensure | All Prezi employees are subject to a non disclosure and confidentiality agreement upon onboarding. Further, Prezi minimizes the number of |
| | that your employees and any subcontractors are bound by written agreement to the requirements of the Contract, at a minimum. | employees, by job role, that are permitted access to any customer data and, such access is premised upon a valid, documented reason limited to account provisioning and technical support. Prezi conducts background screens on employees in roles that involve security or support where they may be accessing information for verification. |
| 5 | Prezi has a plan to manage any data security and privacy incidents that implicate PII and we have specific plans in place to identify breaches and/or unauthorized disclosures, and to meet our obligations to report incidents. | Prezi notifies our subscribers upon a likelihood of compromise immediately upon our knowledge of such. While we provide notifications for known compromises, we extend notice to probable situations to lessen the amount of delay to assure that we and our customers can take measures to protect sensitive PII. This notice is delivered as soon as practicable but not longer than 72 hours from notification. |
| 6 | Prezi provides two means by which to have your data transferred or deleted upon the end of your contract. | Data always remains accessible to you, our customer, and your designated admin(s). Your admin(s) can download or delete data at any time without Prezi intervention. Alternatively, you may raise a request with Prezi support to do this for you. In this case, Prezi will confirm completion of your request and document it in the ticket. |
| 7 | Prezi has secure destruction practices. | Prezi utilizes Amazon Web Services for all hosting and manages secure destruction via AWS as well. We have a life cycle schedule which, upon an asset attaining its deletion time is removed from our production environment and, subsequently, our backup environment. |
| 8 | Prezi's data security and privacy program/practices align with the our customer's applicable policies. | Our policies align with NIST requirements and the current state and national privacy guidelines. Prezi's compliance department monitors regulatory changes including the education regulations, state data privacy regulations and, where applicable, national regulations. |
| 9 | Prezi has mapped our data security and privacy program/practices to the NIST CSF v1.1 and includes the chart below for reference of such. | CSF Mapping Shown Below |

NIST CSF TABLE

| Function | Category | Prezi Status |
|------------------|--|--------------|
| IDENTIFY (ID) | Asset Management (ID.AM): The data, personnel, devices, systems, and facilities that enable the organization to achieve business purposes are identified and managed consistent with their relative importance to organizational objectives and the organization's risk strategy. | NCSR 6 |
| | Business Environment (ID.BE): The organization's mission, objectives, stakeholders, and activities are understood and prioritized; this information is used to inform cybersecurity roles, responsibilities, and risk management decisions. | NCSR 7 |
| | Governance (ID.GV): The policies, procedures, and processes to manage and monitor the organization's regulatory, legal, risk, environmental, and operational requirements are understood and inform the management of cybersecurity risk. | NCSR 7 |
| | Risk Assessment (ID.RA): The organization understands the cybersecurity risk to organizational operations (including mission, functions, image, or reputation), organizational assets, and individuals. | NCSR 7 |
| | Risk Management Strategy (ID.RM): The organization's priorities, constraints, risk tolerances, and assumptions are established and used to support operational risk decisions. | NCSR 7 |
| | Supply Chain Risk Management (ID.SC): The organization's priorities, constraints, risk tolerances, and assumptions are established and used to support risk decisions associated with managing supply chain risk. The organization has established and implemented the processes to identify, assess and manage supply chain risks. | NCSR 6 |
| PROTECT (PR) | Identity Management, Authentication and Access Control (PR.AC): Access to physical and logical assets and associated facilities is limited to authorized users, processes, and devices, and is managed consistent with the assessed risk of unauthorized access to authorized activities and transactions. | NCSR7 |
| | Awareness and Training (PR.AT): The organization's personnel and partners are provided cybersecurity awareness education and are trained to perform their cybersecurity-related duties and responsibilities consistent with related policies, procedures, and agreements. | NCSR 7 |
| | Data Security (PR.DS): Information and records (data) are managed consistent with the organization's risk strategy to protect the confidentiality, integrity, and availability of information. | NCSR7 |
| | Information Protection Processes and Procedures (PR.IP): Security policies (that address purpose, scope, roles, responsibilities, management commitment, and coordination among organizational entities), processes, and procedures are maintained and used to manage protection of information systems and assets. | NCSR 6 |
| | Maintenance (PR.MA): Maintenance and repairs of industrial control and information system components are performed consistent with policies and procedures. | NCSR 6 |
| DETECT (DE) | Protective Technology (PR.PT): Technical security solutions are managed to ensure the security and resilience of systems and assets, consistent with related policies, procedures, and agreements. | NCSR 6 |
| | Anomalies and Events (DE.AE): Anomalous activity is detected and the potential impact of events is understood. | NCSR 6 |
| Function | Category | Prezi Status |

| | | |
|-----------------|---|--------|
| RESPOND (RS) | Security Continuous Monitoring (DE.CM): The information system and assets are monitored to identify cybersecurity events and verify the effectiveness of protective measures. | NCSR 6 |
| | Detection Processes (DE.DP): Detection processes and procedures are maintained and tested to ensure awareness of anomalous events. | NCSR 6 |
| | Response Planning (RS.RP): Response processes and procedures are executed and maintained, to ensure response to detected cybersecurity incidents. | NCSR 6 |
| | Communications (RS.CO): Response activities are coordinated with internal and external stakeholders (e.g. external support from law enforcement agencies). | NCSR 6 |
| | Analysis (RS.AN): Analysis is conducted to ensure effective response and support recovery activities. | NCSR 6 |
| | Mitigation (RS.MI): Activities are performed to prevent expansion of an event, mitigate its effects, and resolve the incident. | NCSR 6 |
| | Improvements (RS.IM): Organizational response activities are improved by incorporating lessons learned from current and previous detection/response activities. | NCSR 5 |
| RECOVER (RC) | Recovery Planning (RC.RP): Recovery processes and procedures are executed and maintained to ensure restoration of systems or assets affected by cybersecurity incidents. | NCSR 6 |
| | Improvements (RC.IM): Recovery planning and processes are improved by incorporating lessons learned into future activities. | NCSR 5 |
| | Communications (RC.CO): Restoration activities are coordinated with internal and external parties (e.g. coordinating centers, Internet Service Providers, owners of attacking systems, victims, other CSIRTs, and vendors). | NCSR 6 |