



## ON24 CCPA Letter Agreement

Dear Client:

ON24, Inc. ("ON24," "we" or "us") acts as a service provider to its clients, pursuant to the California Consumer Privacy Act of 2018 (the "CCPA"). In order to ensure that adequate contractual terms are in place between ON24 and our clients ("Client", "you" or "your"), we ask that you confirm your agreement to the terms of this letter agreement (the "Letter Agreement") by signing it and returning it to us.

1. In this Letter Agreement: (a) "aggregate consumer information," "commercial purpose," "de-identified," "personal information," "process," "sell," and "service provider" have the meanings given in the CCPA; (b) "Services" means those services that ON24 has been engaged to provide pursuant to the Agreement; (c) "Agreement" means, collectively, a Master Services Agreement, Subscription Agreement, Services Agreement or a similar written agreement with ON24; and (d) "Client Personal Information" means any personal information that ON24 processes on behalf of Client in performing the Services.
2. With respect to the Client Personal Information, Client and ON24 agree that ON24 is a service provider to Client. ON24 and Client acknowledge and affirm that ON24 does not receive any Client Personal Information as consideration for any Services or other items provided under the Agreement.
3. ON24 will not sell any Client Personal Information, or retain, use or disclose Client Personal Information outside of its direct business relationship with Client or for any purpose other than for the specific purpose of performing the Services, except as set forth in paragraph 4. ON24 certifies that it understands and will comply with the foregoing restrictions set forth in this paragraph 3.
4. ON24 may disclose Client Personal Information to its service providers who perform services on behalf of ON24, in support of the provision of the Services to Client. ON24 will ensure that such service providers are subject to equivalent contractual requirements with respect to Client Personal Information that apply to ON24 under this letter and the Agreement. ON24 may also process Client Personal Information in order to report data security incidents, protect against fraudulent or illegal activity, or in support of its own internal operations to the extent reasonably necessary and proportionate to the performance or improvement of its services.
5. Upon request, ON24 will provide reasonable assistance as necessary to permit Client to respond to such requests as required by applicable laws, including the CCPA. ON24 shall notify Client promptly of any such requests that ON24 may receive directly from individuals.
6. The terms of this Letter Agreement are incorporated into the Agreement as of the earlier of the date on which Client signs this Letter Agreement or January 1, 2020. Nothing herein reduces Client's obligations under the Agreement. Except as otherwise provided herein, all other terms and conditions of the Agreement shall remain unmodified and in full force and effect. This Letter Agreement governs in the event of a conflict between this Letter Agreement and the Agreement.



Sincerely,

ON24

DocuSigned by:  
*Steven Vattuone*  
A7E442E99E554BB...  
Steven Vattuone  
Chief Financial Officer

Acknowledged and agreed to by Client:

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

