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SECURITY POLICY AND PLANNING SELF CERTIFICATION

June 11, 2026

Margaret J. Baumgartner
VP, Deputy General Counsel – Intellectual Property & Product
Genesys Cloud Services, Inc.
1302 El Camino Real, Suite 300
Menlo Park, California 94025

The Executive hereby represents and warrants that:

- The applying entity will appropriately protect confidentiality of data and prevent unauthorized access to data and services.
- The applying entity will maintain a mature, appropriately funded and staffed security Program, following a recognized, modern security framework based on risk management (such as the ISO27000 series, COBIT, HITRUST CSF, legally required security frameworks, or equivalent). The security Program must be in place prior to delegation, and exist through at least the period of the Base RA.
- The applying entity is aware of and has designed its systems and business to comply with the relevant privacy and security regulations for all countries in which it operates.

Signed by:

Allen Chin

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Chief Legal Officer
Genesys Cloud Services, Inc.

Certificate Of Completion

Envelope Id: C6D752F4-5637-8A62-8170-E85C4B98998E

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Signer Events

Allen Chiu

Allen.Chiu@genesys.com

EVP, Chief Legal Officer, Genesys

Security Level: Email, Account Authentication (None)

Signature

Signed by:

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Signature Adoption: Pre-selected Style

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2607:fb90:5722:1406:10ea:3979:3ef5:b10e

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In Person Signer Events

Signature

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Editor Delivery Events

Status

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Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent

Hashed/Encrypted

6/11/2026 12:49:41 PM

Certified Delivered

Security Checked

6/11/2026 12:50:19 PM

Signing Complete

Security Checked

6/11/2026 12:50:48 PM

Completed

Security Checked

6/11/2026 12:50:48 PM

Payment Events

Status

Timestamps

Electronic Record and Signature Disclosure