ORACLE

Oracle SaaS Cloud Services-Pillar Document

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SCOPE

This document applies to Oracle SaaS Cloud Services purchased by You and supplements the *Oracle Cloud Hosting and Delivery Policies* incorporated into Your order. Section numbers correspond to section numbers in the *Oracle Cloud Hosting and Delivery Policies*.

1. ORACLE CLOUD SECURITY POLICY

1.1 Oracle Information Security Practices – General

Oracle employs database encryption at rest across Oracle SaaS Cloud Services by default. Customers that are using services that are not generally available must review relevant program documentation for details on encryption configuration for those services.

For Oracle Eloqua Cloud Service database encryption at rest is available as a service option.

1.4 Data Access Controls

Oracle personnel with access to the Cloud Services (including access to Your Content residing in the Services) will be granted entitlements using an identity management solution. All Oracle personnel are provisioned with a unique ID before an individual is granted access to system components of the Cloud Services. The access rights and entitlements are reviewed by Oracle on a quarterly basis. All access and authorization decisions are logged by Oracle, with the following event descriptions recorded: who, what and when.

2. ORACLE CLOUD SERVICE CONTINUITY POLICY

2.2 Cloud Service Backup Strategy

Oracle routinely makes full backups and/or incremental backups of Your Content in Your instance of the Oracle SaaS Services for Oracle's sole use to minimize data loss in the event of an incident.

For Oracle SaaS at Customer Services, a backup is retained for a period of at least 30 days after the date that the backup is made.

Disaster Recovery and Service Continuity for Oracle SaaS Cloud Services

Disaster Recovery (DR) services for Oracle SaaS Cloud Services are intended to provide service restoration capability in the event of a major disaster, as declared by Oracle. Oracle will determine whether an event constitutes a disaster requiring the execution of the DR plan for the affected Oracle SaaS Cloud Service.

Oracle will work to perform DR services for Oracle SaaS Cloud Services as described below.

Recovery Time Objective: Recovery time objective (RTO) is Oracle's objective for the maximum period of time between Oracle's decision to activate the DR recovery processes described in this document and the point at which You can resume production operations in an alternative site. If the decision to activate DR recovery processes is made during the period in which an upgrade is in

process, the RTO extends to include the time required to complete the upgrade. The RTO for each Oracle SaaS Cloud Service is described in this document below or is otherwise stated in the service description for the applicable Oracle SaaS Cloud Service.

Recovery Point Objective: Recovery point objective (RPO) is Oracle's objective for the maximum period of data loss measured as the time from which the first transaction is lost until Oracle's declaration of the disaster. The RPO does not apply to any data loads that are underway when the disaster occurs. The RPO for each Oracle SaaS Cloud Service is described in this document below or is otherwise stated in the service description of the applicable Oracle SaaS Cloud Service.

The RTO and RPO do not apply to customizations that depend on external components or third-party software. During active failover events or recovery operations, non-critical fixes and enhancement requests are not supported. Oracle is not responsible for issues arising from third party software and customizations to Oracle programs and services.

Upon Oracle's declaration of a disaster, Oracle will commence its DR plan to recover the affected Oracle SaaS Cloud Services in accordance with the following RTO and RPO. As a result, the Services may be provided from an alternative data center, and may operate at a degraded level.

For the following services, the RTO is 12 hours. The RPO is 1 hour.

- Oracle CPQ Cloud Service
- Oracle Fusion Engagement Cloud Service
- Oracle Fusion Enterprise Resource Planning Cloud Service
- Oracle Fusion Human Capital Management Cloud Service
- Oracle Fusion Sales, Service, and Marketing Cloud Service
- Oracle Fusion Supply Chain Management Cloud Service
- Oracle Fusion Suite Cloud Service
    - No specific RTO/RPO is provided for Oracle Enterprise Performance Management for Fusion Suite
- Oracle Intelligent Advisor Cloud Service
- Oracle RightNow Service Cloud
- Oracle Taleo Enterprise Cloud Service
- Oracle Transportation Management Cloud Service/Global Trade Management Cloud Service
- Oracle Warehouse Management Cloud Service

For the following services, the RTO is 5 hours. The RPO is 1 hour.

- Oracle Field Service Cloud Service

For the following service, the RTO is 30 minutes. The RPO is 15 minutes.

- Oracle Responsys Automatic Failover for Transactional Messages Cloud Service

Upon Oracle's declaration of a disaster, for Oracle SaaS Cloud Services that do not provide a specific RTO and RPO, Oracle will activate processes to recover the Oracle SaaS Cloud Service from the most recent available backup made prior to the onset of the disaster. Although Oracle will work to recover the service promptly, the nature of the disaster may affect the time period within which the service can be recovered. The RTO and RPO are not applicable for Oracle SaaS Cloud Services in this category.

For the Oracle CPQ Cloud Service in the **Middle East Data Center Region**, in the event of a declared disaster, Oracle will activate processes to recover the Oracle SaaS Cloud Service in the same Data Center and will work to restore data from the most recent available backup made prior to the onset of the disaster. The RTO and RPO do not apply for this service.

For the Oracle RightNow Service Cloud in the **South America Data Center Region**, Oracle will activate processes to recover the Oracle SaaS Cloud Service in an alternative Data Center Region.

For Oracle SaaS at Customer Services, You are required to designate a secondary data center site with network connectivity of sufficient bandwidth as recommended by Oracle between Your primary and DR sites. For Oracle SaaS at Customer Services, DR is a joint responsibility between Oracle and Customer.

Disaster Recovery Testing

Oracle SaaS Cloud Services complete mandatory disaster recovery exercises every year, as follows:

- For Oracle SaaS Cloud Services for which a specific RTO and RPO is described in this document or in their applicable Service Descriptions, three tabletop exercises and one functional failover/switchover exercise are performed annually on a representative service instance; and
- For Oracle SaaS Cloud Services for which no specific RTO and RPO is provided, one tabletop exercise is performed annually on a representative service instance.

Failover/switchover exercises and tabletop exercises are used for training hosting personnel and are coordinated with all personnel responsible for contingency planning and execution. In addition, these exercises verify that online/offline backups can be recovered and the procedures for switching a Cloud Service to an alternate site are adequate and effective.

DR exercise reports summarize the results that a DR exercise was completed. Customers may obtain the most recent DR exercise report for a customer's purchased Oracle SaaS Cloud Service(s) in one of three ways: (1) via self-service in the applicable customer cloud portal, (2) via submission of a Service Request, or (3) via a request to the customer's Oracle Sales Representative.

Service Continuity

Service continuity processes may be leveraged to limit Service disruption during an availability event affecting Your Oracle SaaS Cloud Service. Oracle may at its discretion, and where available, switch Your Cloud Service from the primary data center to an alternative data center in the same Data Center Region as part of a switchover operation to ensure service continuity. During the period in which a Cloud Service is provided from an alternative data center, the Cloud Service may operate at a degraded level. Following service restoration in the primary site, Oracle will switch Your Oracle SaaS Cloud Service back to the primary data center as part of a scheduled maintenance switchback operation.

3. ORACLE CLOUD SERVICE LEVEL AGREEMENT

3.2 Service Availability

For the purposes of this section, the following definitions will apply:

Applicable Cloud Services Fee	• Refers to the Cloud Services fees that are paid to Oracle for the affected Oracle SaaS Cloud Services for the monthly reporting period in which the applicable Target Service Availability Level (or Target Service Uptime) is missed and for which You are entitled to receive Service Credits in accordance with the *Oracle Cloud Hosting and Delivery Policies.* If You have purchased Oracle SaaS Cloud Services from an Oracle partner, You agree that any Service Credits will be issued to that partner and You acknowledge that You are solely responsible for ensuring that any Service Credits are passed on to You. You acknowledge that Oracle will have no liability to You, the applicable Oracle partner, or any other party if the full benefit of the credit is not passed on to You. • Applicable Cloud Services Fees do not include the fees paid for other Cloud Services that met the defined Target Service Availability Level (or Target Service Uptime).
Available or Availability	For the purposes of calculating the Service Availability Level of the Oracle SaaS Cloud Services, "Available" or "Availability" means that You and Your Users are able to log in and access the OLTP or transactional portion of the Oracle SaaS Cloud Services.
Unplanned Downtime	For purposes of calculating the Service Availability Level of Your SaaS Cloud Service, the following additional terms will apply: • Unplanned Downtime will include any portion of scheduled maintenance that exceeds the applicable Maintenance Period Threshold for the Quarterly Updates.

	• In addition to the exclusions set forth in the Oracle Cloud Hosting and Delivery Policies, Unplanned Downtime for SaaS Cloud Services will not include any Major Maintenance. The terms Maintenance Period Threshold, Quarterly Updates and Major Maintenance are defined in the article titled "Oracle SaaS Change Management Information" accessible in My Oracle Support (MOS).
Measurement of Service Availability Level	As defined in the *Oracle Cloud Hosting and Delivery Policies*
Service Credits	For any month in which the Service Availability Level of the affected Oracle SaaS Cloud Services is below the applicable Target Service Availability Level (or Target Service Uptime) during a monthly reporting period, You are eligible to receive Service Credits as a percentage of the monthly Applicable Cloud Services Fees: • 10% when Service Availability Level is less than 99.9% but greater than 99.5% in the applicable calendar month • 15% when the Service Availability Level is equal to or less than 99.5% but greater than 99.0% in the applicable calendar month • 25% when the Service Availability Level is less than or equal to 99.0% but greater than 95.0% in the applicable calendar month • 100% when the Service Availability Level is less than or equal to 95.0% in the applicable calendar month In no event may the quantity of Service Credits in a month reporting period exceed 100% of that month's Applicable Cloud Services Fees.
Scheduled Maintenance	Documented in My Oracle Support
Target Service Availability Level (or Target Service Uptime)	The Target Service Availability Level (or Target Service Uptime) for Oracle SaaS Cloud Services are set forth in, and subject to, the Oracle Cloud Service Level Agreement of the *Oracle Cloud Hosting and Delivery Policies*.

You will be entitled to receive Service Credits if the Service Availability Level of the affected Oracle SaaS Cloud Services is below the applicable Target Service Availability Level (or Target Service Uptime) in any calendar month. In order for Oracle to consider a claim for Service Credits, You must submit such claim within sixty (60) calendar days from end of the month when the issue occurred

that caused the affected Oracle SaaS Cloud Service not to meet its applicable Target Service Availability Level (or Target Service Uptime).

In order to be considered to receive Service Credits, You must file a claim with Oracle in accordance with the terms listed in this subsection. You must submit the claim either through the support portal or by contacting Your sales person and You must include all of the information required for Oracle to validate the claim, including but not limited to:

(i) A detailed description of the circumstances for Your claim that the applicable Service did not meet the Target Service Availability Level (or Target Service Uptime);

(ii) Information regarding the time and duration of the downtime that caused the applicable Service not to meet the Target Service Availability Level (or Target Service Uptime);

(iii) The name of the applicable Cloud Service that did not meet the Target Service Availability Level (or Target Service Uptime); and

(iv) Relevant documentation that can confirm that the applicable Service did not meet the Target Service Availability Level (or Target Service Uptime).

You will be entitled to receive only one amount of Service Credits per monthly reporting period in which the applicable Target Service Availability Level (or Target Service Uptime) is missed. The Service Credits will be provided only towards any outstanding balance for the affected Oracle SaaS Cloud Services that, as of the date you receive the Service Credits, is owed to Oracle under the relevant order for such Cloud Services, and the provision of these Service Credits represents YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, for the missed Target Service Availability Level (or Target Service Uptime).

Termination for Unavailability

The *Oracle Cloud Service Level Agreement* establishes a Target Service Availability Level (or Target Service Uptime) and describes how Oracle defines, measures and reports service availability If the Service Availability Level of the Services environment for the Oracle Cloud Service fails to meet the Target Service Availability Level (or Target Service Uptime) for at least 3 months within a 6 consecutive month period, You may, upon written notice to Oracle, terminate the applicable Cloud Services as of the termination date specified in such notice, provided that You notify Oracle within 30 days. Following the effective date of such termination, You will receive a refund for any fees that You prepaid to Oracle for the terminated Cloud Services for the period following the effective date of the termination.

4. ORACLE CLOUD CHANGE MANAGEMENT POLICY

The scheduled maintenance periods for the Oracle SaaS Cloud Services are documented on My Oracle Support, accessible for customers via https://support.oracle.com.

Root Cause Analysis

Oracle follows defined practices to respond to service interruptions, and Oracle will provide at its discretion, to impacted customers of the applicable Cloud Services a Root Cause Analysis (RCA) for qualified service interruption events.

5. ORACLE CLOUD SUPPORT POLICY

Oracle platinum-level SaaS Support described in this section supplements the Oracle Cloud Support Policy in Section 5 of the Hosting and Delivery Policies and is included in the support for all Oracle SaaS offerings. Oracle platinum-level SaaS Support consists of the following:

- Open Service Request Assistance:
    - Chat is available during hours associated with the level of severity of the service request
        - Chat is not available for the Oracle U.S. Department of Defense Support Portal
    - Named support engineers from product implementation through go-live
        - SRs routed to named engineers during customer business hours
        - Weekly 1 hour meeting
- Proactive service request monitoring and escalations based on time to resolution
- Access to Oracle's digital customer success resources for assistance throughout your cloud journey - from implementation guidance to defining/tracking your key business objectives, planning for quarterly cloud releases and value realization
- Oracle Support will proactively monitor general account performance, key milestones, and notify customer of trend usage, and potential feature recommendations
- Oracle Learning Explorer: On demand 24x7 digital training located at education.oracle.com/learning-explorer provides end users and administrators a structured learning path for the key features of Oracle Cloud, using a set of interactive online tutorials
- Severity Definitions:
    - **Severity 2 (Significant Impairment)**
        - Oracle will use reasonable efforts to respond to Severity 2 service requests within two (2) hours during local business hours
    - **Severity 3 (Technical Issue)**
        - Oracle will use reasonable efforts to respond to Severity 3 service requests within three (3) hours during local business hours
    - **Severity 4 (General Guidance)**
        - Oracle will use reasonable efforts to respond to Severity 4 service requests within eight (8) hours during local business hours

Third Party Application Support

As part of Your purchase of an Oracle Cloud Service, You may be able to deploy certain third party applications from the Oracle Cloud Marketplace. Oracle will only provide support for such third party applications which are published as applicable to Your purchased Oracle SaaS Cloud Service in the Oracle Cloud Marketplace.

6. ORACLE CLOUD SUSPENSION AND TERMINATION POLICY

Following the end of the Services Period and any applicable data retrieval period, upon Your request, Oracle will provide a confirmation when Your Content has been deleted.