



**OKTA, INC.**  
**SERVICE-SPECIFIC TERMS**

These Service-Specific Terms (the “SSTs”) are between Okta and Customer. The SSTs apply solely to the specific SKUs identified in the applicable Order Form. By executing an Order Form that references the SSTs or by otherwise accepting them, Customer agrees to the SSTs. Capitalized terms used in the SSTs not otherwise defined herein have the meanings given to them in the Agreement.

1. General Terms.

1.1. Okta may update or modify the SSTs from time to time.

1.2. Updates or modifications to the SSTs will take effect (a) immediately, in the case of updates or modifications pertaining to new products or features or (b) upon renewal or execution of the applicable Order Form, for other updates or modifications.

2. Highly Regulated Identity (“HRI Service”) (last updated May 28, 2024).

2.1. Notwithstanding anything to the contrary in the Agreement, Customer may submit to the HRI Service Customer Data that is considered personal financial data or other similarly regulated personal data, such as bank account numbers (collectively, “Regulated Data”), solely for Customer’s business purposes, provided that Customer agrees:

- a) to only submit Regulated Data as part of the HRI Service in accordance with the Documentation,
- b) that Regulated Data will not include any government identifiers or Social Security numbers, any payment card or other data subject to the Payment Card Industry Data Security Standard, any other personal data that is considered “special” or “sensitive” under applicable Laws, or any protected health information subject to the Health Insurance Portability and Accountability Act except as Okta otherwise agrees in writing, and
- c) that Customer is solely responsible for ensuring that its use of the HRI Service in connection with Non-Okta Applications (as defined in the Agreement) complies with all Laws applicable to Customer’s services and products.

3. Client-Initiated Backchannel Authentication (“CIBA Service”) (last updated May 13, 2025)

3.1. The CIBA Service is included in all Enterprise Plans.

3.2. Notwithstanding anything to the contrary in the Agreement, Customer may submit to the CIBA Service Customer Data that is considered Regulated Data, solely for Customer’s business purposes, provided that Customer agrees:

- a) to only submit Regulated Data as part of the CIBA Service in accordance with the Documentation,
- b) that Regulated Data will not include any government identifiers or Social Security numbers, any payment card or other data subject to the Payment Card Industry Data Security Standard, any other personal data that is considered “special” or “sensitive” under applicable Laws, or any protected health information subject to the Health Insurance Portability and Accountability Act except as Okta otherwise agrees in writing, and
- c) that Customer is solely responsible for ensuring that its use of the CIBA Service in connection with Non-Okta Applications (as defined in the Agreement) complies with all Laws applicable to Customer’s services and products.