



Okta, Inc.
OKTA ACCEPTABLE USE POLICY

This Acceptable Use Policy (“Policy”) governs your use of the products and services offered by Okta, Inc. and its affiliates (“Services”). By using the Services, you agree to the latest version of this Policy.

You may not use, facilitate, or allow others to use the Services:

- to engage in, promote or encourage illegal or fraudulent activity;
- to violate, or encourage the violation of the rights of others, including but not limited to intellectual property, proprietary, and privacy rights of others;
- to threaten, incite, promote, or actively encourage violence, terrorism, self-harm, hate speech, or other harm;
- in any way that may be harmful to minors including, but not limited to, for any purposes related to child exploitation or abuse, such as generating or accessing real or artificial Child Sexual Abuse Material (CSAM);
- to engage in misinformation, misrepresentation, or misleading, or deceptive activities;
- to generate, distribute, publish, send, or facilitate unsolicited mass email, communications, or other messages, promotions, advertisements, or solicitations (or “spam”);
- in any way that, in Okta’s judgment, threatens or violates the security, integrity or availability of the Service or any network, computer, or communications system, software application, or network device;
- to access or attempt to gain unauthorized access to, disrupt, or impair the use of the Service or the equipment used to provide it or to alter, disable, interfere with, or circumvent any aspect of the Service or equipment used to provide it;
- to create, send, upload, display, store, process, or transmit, or permit use of the Services to create, send, upload, display, store, process, or transmit malicious code, such as viruses, worms, time bombs, Trojan horses, and other harmful or malicious files, scripts, agents, or programs;
- to make automated decisions with legal or similarly significant effects without appropriate human oversight;
- to exploit someone’s vulnerabilities (e.g., age, disability or social or economic situation) in a manner that causes or is reasonably likely to cause significant harm;
- to use deceptive techniques to manipulate someone to take actions that cause significant harm to themselves or others;
- to profile people to predict their risk of committing a crime, unless supporting a human assessment based on objective facts;
- to create facial recognition databases from untargeted online images or CCTV footage;
- to infer emotions in a workplace or education institutions, unless for medical or safety reasons;
- to categorize individuals by their sensitive biometric data (e.g., race, belief). This does not apply to labelling or filtering of data by law enforcement;
- to provide professional advice (e.g., legal, medical, financial, etc.) that requires a license;
- to create or distribute sexually explicit content, non-consensual intimate imagery, deepfake pornography, or adult chatbots;
- to access, use, delete, or alter any identity or data without the proper authorization;
- to access any product, system, application or environment without proper authorization; or
- to impersonate Okta, any of its Affiliates, or any third party, whether through a false email address, false account, false ID or otherwise.

Investigation and Enforcement

We may investigate any suspected violation of this Policy and remove or disable access to any content or resource that violates this Policy, including the suspension of the Services and/or termination of any agreements between you and Okta.



You agree to cooperate with us to remedy any violation. When determining whether there has been a violation of this Policy, we may consider your ability and willingness to comply with this Policy, including the policies and processes you have in place to prevent or identify and remove any prohibited content or activity. A violation of this Policy will be considered a material breach of Okta's Master Subscription Agreement at www.okta.com/agreements and/or other agreement governing your use of the Services.

Reporting of Violations

Potential violations of this Policy may be reported to AUP@okta.com.

Changes to this Policy

We may modify this Policy at our sole discretion by posting a revised version on Okta's website at www.okta.com/aup which will be effective upon posting.