okta

Government Authority Data Request Policy

This policy is provided by Okta, Inc. on its and its subsidiaries' behalf (hereafter and collectively, "Okta") and is solely intended for use by law enforcement agencies, government regulators, supervisory authorities, or other government agencies (each a "Government Authority") seeking Customer Data (as defined in Okta's Master Subscription Agreement), which may include Personal Data (as defined in Okta's Data Processing Addendum). Okta's Master Subscription Agreement and Data Processing Addendum are publicly available at https://www.okta.com/agreements. This policy is not intended for requests for information or service of legal process by Okta customers, Okta customers' users, or other civil or criminal litigants.

Because each Okta customer owns its respective Customer Data and Okta makes each of its customer's Customer Data accessible to the respective customer, Okta encourages Government Authorities to obtain such data directly from the relevant Okta customer whenever possible.

LEGAL REQUEST REQUIREMENTS

Except as may be expressly permitted by the applicable customer contract, Okta will only disclose Customer Data to a Government Authority in accordance with applicable law and pursuant to a valid legal request. U.S. Government Authorities are required to provide a valid legal request such as a subpoena, court order or search warrant issued pursuant to the applicable federal or state law. Non-U.S. Government Authorities must use a Mutual Legal Assistance Treaty (MLAT), CLOUD Act Agreement, or letters rogatory processes to request Customer Data from Okta.

For Okta to process a legal request, such request must:

- be sent by a Government Authority via a registered email domain;
- include valid and enforceable legal process (e.g., a subpoena, court order, or search warrant) with citation to the statute or other authority that compels Okta to produce the information requested;
- contain the name and contact information of the individual Government Authority representative who is authorized to serve the request;
- state with particularity the categories of records or information sought;
- state the date by which the requested data is to be produced (if not evident on the face of the legal process);
- include sufficient information regarding the customer account, such as the name of the legal entity, in order for Okta to identify the customer account(s) at issue;
- cite any specific legal authority that prohibits Okta from notifying its customer (or any other third parties) of the request; and
- indicate the specific time period for which information is requested.

PRESERVATION REQUESTS

Okta will honor valid requests to preserve information in accordance with 18 U.S.C. § 2703(f). Pursuant to a valid request, Okta will preserve Customer Data for up to 90 days and will extend the preservation period for an additional 90-day period upon receipt of a valid extension request. Okta will abide by preservation requirements of Section 2703(f), but in the absence of such a request, Okta does not guarantee that records will be retained as part of its normal course of business.

CUSTOMER NOTICE

Unless Okta is prohibited from doing so by law, Okta will notify the applicable customer of a Government

Authority's request before disclosing any Customer Data so that such customer has an opportunity: (a) to process the request itself (in collaboration with Okta if necessary), and (b) to seek legal remedies. If Okta is legally prohibited from notifying the customer prior to the disclosure, then Okta will take reasonable steps to notify the customer of the disclosure after the non-disclosure requirement expires.

SERVICE OF GOVERNMENT AUTHORITY REQUESTS

All requests by Government Authorities must be submitted here: [Submit a Government Data Request](#).

REIMBURSEMENT

Okta may seek reimbursement for costs associated with responding to law enforcement data requests, particularly if the costs incurred are the result of responding to burdensome or unique requests.