



Law Enforcement Data Request Policy

This policy is solely intended for use by law enforcement or official representatives of government agencies (“You” or “Your”). This policy is not intended for requests for information by Okta customers, Okta customers’ end users, civil litigants or criminal defendants.

Okta is committed to the importance of trust and transparency pertaining to how we use and disclose our customers’ data. Except as expressly permitted by the customer contract, Okta will only disclose customer data: (a) pursuant to a valid legal request, or (b) in the case of an emergency where there is a danger of death or serious physical injury to a person that Okta may have information necessary to prevent.

LEGAL REQUEST REQUIREMENTS

Unless expressly permitted by the customer contract, Okta will only disclose customer data to You in accordance with U.S. law. As such, You are required to provide a valid subpoena, court order or search warrant issued under the procedures described in the Federal Rules of Criminal Procedure or equivalent state warrant procedures upon a showing of probable cause. International law enforcement and government agencies must use a Mutual Legal Assistance Treaty (MLAT) or letters rogatory processes to request customer data from Okta.

In order for Okta to process Your legal request, it must meet the following conditions:

- be sent by a law enforcement agency or official government entity via a registered email domain;
- include valid and enforceable legal process (e.g., a subpoena, court order, or search warrant) that compels Okta to produce the information requested;
- contain the name and contact information of the individual law enforcement agent or government representative who is authorized to serve the request;
- state with particularity the categories of records or information sought;
- 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; and
- indicate the specific time period for which information is requested.

EMERGENCY OR CHILD SAFETY CONCERNS

Okta may disclose information to You in the case of an emergency where there is a danger of death or serious physical injury to a person that Okta may have information necessary to prevent. Okta will evaluate emergency disclosure requests on a case-by-case basis in compliance with relevant law (e.g., 18 U.S.C. § 2702(b)(8)).

In order for Okta to process Your emergency disclosure request, the request must:

- be sent by a law enforcement agency or official government entity via a registered email domain;
- contain the name and contact information of the individual law enforcement agent or government representative making the request;
- include the circumstances of the request and the nature of the claimed emergency;
- explain why there is insufficient time to obtain and serve a valid and binding legal demand;
- state with particularity the categories of records or information sought;
- explain how the information requested will assist in averting the claimed emergency;
- 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; and
- indicate the specific time period for which information is requested.

PRESERVATION REQUESTS

Okta does not guarantee the existence or retention of particular customer data. However, Okta will honor valid requests, as described above, from You 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 for one additional 90-day period with an additional valid request for extension.

CUSTOMER NOTICE

Unless Okta is prohibited from doing so or there is a clear indication of illegal conduct or risk of harm, Okta will notify its customer of Your request before disclosing any of the customer's data so that the 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.

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.