441 9th Avenue, 12th Floor
New York, NY 10001

PCI Addendum

The following terms shall apply to all uses of the Level 1 Security Environment – PCI, and by using the Level 1 Security Environment – PCI, You (Customer/Agency/Reseller Customer (as applicable)) accept these terms. These terms shall be incorporated, by reference, to the Agreement between You (Customer/Agency/Reseller (as applicable)) and Sprinklr.

1. For purposes of this Addendum, the following terms have the following definitions:

"Cardholder Data" refers to primary account number, cardholder name, expiration date and/or service code, and security-related information (including but not limited to card validation codes/values, full track data, PINs, and PIN blocks) used to authenticate cardholders and/or authorize payment card transactions;

"Cardholder Data Services" means the services provided by Sprinklr that are directly involved in transmitting or processing cardholder data on behalf of Customer;

"PCI DSS" means the current Payment Card Industry (PCI) Data Security Standard requirements.

2. PCI Acknowledgment/Certification. Sprinklr shall be responsible for the security of Cardholder Data that it possesses or otherwise stores, processes, or transmits on Your behalf as part of the Cardholder Data Services, and for maintaining all PCI DSS requirements, provided that any such Cardholder Data is provided with use of Interactive Voice Recording, Secure Forms, and supported products only. Sprinklr does not warrant or represent compliance with PCI DSS requirements for Cardholder Data provided to Sprinklr by any other means.

3. Sprinklr represents that it has been certified as a Level 1 service provider per PCI DSS (or any successor certification established by PCI DSS).

4. If audit terms are agreed to in the Agreement between You (Customer/Agency/Reseller (as applicable)), then such audit terms shall apply. Otherwise, upon reasonable advance written notice, and at a mutually agreed time, Sprinklr agrees to permit You to conduct an onsite or remote security assessment related to this Addendum, at Your expense and not more than one (1) time per year. Multi-tenant environments (especially the IaaS data centers used by Sprinklr) shall be excluded from on-premise inspections, but Sprinklr shall, upon request, provide appropriate security documentation and certifications for such environments.

5. In the event of any suspected, alleged or confirmed loss, disclosure, theft or compromise of any data, including, but not limited to, Cardholder Data relating the Cardholder Data Services, You shall immediately notify Sprinklr by sending an email to security@sprinklr.com.