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Certificate

CERTIFY
EY
POINT

Certificate number: 2018-008

Certified by EY CertifyPoint since: April 18, 2018

Based on certification examination in conformity with defined requirements in ISO/IEC 17021-1:2015 and ISO/IEC 27006:2015/A1:2020, the Information Security Management System as defined and implemented by

Zendesk, Inc.

located in San Francisco, California, United Stated of America is compliant with the requirements as stated in the standard:

ISO/IEC 27001:2013

Issue date of certificate: April 15, 2021
Re-issue date of certificate: April 25, 2023
Expiration date of certificate: April 14, 2024
Last certification cycle expiration date: April 18, 2021

EY CertifyPoint will, according to the certification agreement dated June 24, 2020, perform surveillance audits and acknowledge the certificate until the expiration date noted above.

The certification is applicable for the assets, services and locations as described in the scoping section at the back of this certificate, with regard to the specific requirements for information security as stated in the Statement of Applicability, version 11.0 2022.

DocuSigned by:

Jatin Sehgal

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J. Sehgal | Director, EY CertifyPoint

Zendesk, Inc.

Scope for certificate 2018-008

The scope of this ISO/IEC 27001:2013 certification is as follows:

The management of development, operations, maintenance, and delivery of the SaaS products provided to customers by Zendesk.

The products in-scope are:

Zendesk Suite
- ► Support
- ► Guide
- ► Gather
- ► Chat
- ► Explore
- ► Sunshine
- ► Talk
- ► Answerbot
- ► Mobile Apps (Support and Chat)
- ► Zendesk Messaging

Zendesk Suite Add-Ons (excluding Voice Usage Credits)
- ► Customer Lists & NPS Surveys
- ► Premium Sandbox
- ► Data Storage
- ► WhatsApp Numbers
- ► High Volume API

Zendesk Legacy Add-Ons
- ► Productivity Pack
- ► Collaboration
- ► Unlimited Multibrand
- ► Premium Sandbox
- ► Social Messaging
- ► WhatsApp Phone Number Hosting Fee
- ► More Storage
- ► Priority Support
- ► Enhanced Disaster Recovery
- ► Advanced Compliance
- ► Data Center Location

This scope is only valid in connection with certificate 2018-008.

Zendesk, Inc.

Scope for certificate 2018-008

The teams in scope include:

- ► Engineering: Responsible for the overall delivery of Zendesk Production applications. Engineering consists of multiple globally-distributed teams including Architecture, Foundation, Product Management, Product Design, and Program Management.
- ► Foundation: A subset of the Engineering team that is responsible for managing the infrastructure of the Zendesk Production applications. Foundation consists of multiple teams and functions including Storage, Secure, Compute, Edge, Optimize, Core Services, Reliability, and Resilience.
- ► Security: Responsible for protecting the Zendesk products, its customers and its customers' data, and Zendesk employees. Security consists of multiple teams and functions including Product Security, Threat Prevention & Engineering, Threat Detection & Operations, Threat Monitoring & Response, Strategy & Safety, and Governance & Enablement.

Unless explicitly stated above, all other Zendesk products are out of scope for certification. Other Zendesk entities, such as the corporate environment, are also outside the scope certification.

The scope mentioned above applies to the following locations:

- ► San Francisco, California (989 Market Street, San Francisco, CA 94103, USA)

The Information Security Management System is centrally managed out of 989 Market Street, San Francisco, CA 94103, USA.

The Information Security Management System mentioned in the above scope is restricted as defined in "Description of Information Security Management System (ISMS) and Privacy Information Management System (PIMS)" version 6.0, dated January 31, 2023.

This scope is only valid in connection with certificate 2018-008.

Digital Version