NEWS RELEASE

ServiceNow Achieves ISO27701 and APEC PRP Certification

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Achievement of highest standard of data privacy protections reinforce value ServiceNow places on building customer and partner trust

Staines, UK, February 4, 2021 - **ServiceNow (NYSE: NOW**), the leading digital workflow company that makes work, work better for people, today announced it has attained both the International Organisation for Standardisation's ISO27701 and Asia-Pacific Economic Cooperation Privacy Recognition for Processors (APEC PRP) Certifications.

Building on its already robust and mature privacy, security and compliance processes, these certifications further assist ServiceNow in achieving the highest standard of data privacy protections. The latest announcement, along with previously achieved certifications including ISO 27001 and SOC 2, enhance the global data privacy posture of the ServiceNow enterprise cloud offering.

The certifications are an important milestone as ServiceNow continues to scale and build customer and partner trust. The achievement of these certifications highlights ServiceNow's commitment to privacy, through complying with new and evolving digital privacy and safety mandates.

ISO 27001 improves and maintains the safeguarding of data. It acts as a privacy extension to the International Organisation for Standardisation's international information security management standards, ISO/IEC 27001 and ISO/IEC 27002.

As an international management system standard, ISO27701:

- Demonstrates compliance with privacy regulations around the world, including GDPR
- Streamlines privacy controls to reduce the risk to the privacy rights of individuals
- Underlines ServiceNow's best in practise security posture, protecting the organisation from information security breaches
- Specifies the requirements for establishing, implementing, maintaining and continually improving a PIMS (Privacy Information Management System)
- Provides guidance on the protection of privacy, including how organisations should manage personal information

APEC PRP puts ServiceNow among a small group of organisations which have established robust programmes to support compliant cross-border data transfers.

The APEC PRP framework:

- Allows data processors to demonstrate their ability to provide effective implementation of a data controller's privacy obligations under the APEC Cross-Border Privacy Rules (APEC CBPR)
- Gives data controllers the ability to identify qualified, accountable data processors
- Highlights ServiceNow's commitment to servicing the Asia-Pacific Economic Cooperation region, comprising of countries across Asia, Australia, and the Americas

"Maintaining global privacy compliance and satisfying worldwide customer requirements for handling personal data is key to sustaining customer trust in today's world," said Mark Cockerill, VP, Legal & Head of Global Privacy. "By adding these further auditable standards for privacy management, we are able to continue to implement the highest standard of data privacy protections for our customers around the globe."

As ServiceNow continues to evolve and expand its' continued protection of customer and user data, meeting privacy management standards remains central to its wider privacy and data compliance programme.

For more information on how ServiceNow delivers satisfaction through safeguarding data, visit: **Safeguarding your data Ebook**

About ServiceNow

ServiceNow (NYSE: NOW) is making the world of work, work better for people. Our cloud based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise. For more information, visit: **www.servicenow.com**.

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Media Contact:

ServiceNow PR
Rebecca Eastwood
Rebecca.eastwood@servicenow.com