



MANAGEMENT SYSTEM CERTIFICATE

Certificate No:
384290-2020-IS-RGC-DNV

Initial certification date:
19 October, 2020

Valid:
22 November, 2024 – 19 October, 2026

This is to certify that the management system of

Agora, Inc.

2804 Mission College Blvd, Santa Clara, CA 95054, USA
and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Code of practice for information security controls:
ISO/IEC 27018:2019

This certificate is valid for the following Scope:

The Personally Identifiable Information Protection Management System in Public Cloud Covers the Information Security Management Activities in the Operation and Maintenance of Agora Cloud Real-Time Engagement Platform Worldwide Management across Europe, North America, Asia, Africa, Australia and South America, and relevant R&D, Testing, Sales, Operation, Customer Support, Technical Maintenance, Data Processing of Agora Real-Time Engagement Products, Software Components, Systems and Services (e.g., Agora SD-RTN, Real-Time Voice SDK, Real-Time Video SDK, Live Interactive Video/Voice Streaming SDK, Real-Time Recording SDK, Real-Time Messaging SDK, Agora Chat SDK, Agora Analytics and other Real-Time Core Products, Extension Capabilities and Low-Code Application Platforms), which Empowers Worldwide Customers in Use Cases of Online Education, Social, Entertainment, Interactive Gaming, Telehealth, Online Financial Services, Livestreaming E-Commerce, Video Conferencing, Smart Hardware, and Enterprise Solutions. Use ISO27018:2019-Code of Practice for Protection of Personally Identifiable Information (PII) in Public Clouds acting as PII Processor and This is in Accordance with the Statement of Applicability, Version 2.0. Related to ISO 27001
Certificate: 384286-2020-AIS-RGC-UKAS

Place and date:
Shanghai, 25 November, 2024



For the issuing office:
DNV - Business Assurance
Suite A, Building 9, No.1591 Hongqiao
Road, Changning District, Shanghai
200336, P.R. China
TEL: +86 21 3279 9000



Zhu Hai Ming
Management Representative

Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.

ACCREDITED UNIT: DNV Business Assurance China Co. Ltd. Suite A, Building 9, No.1591 Hongqiao Road, Changning District, Shanghai 200336, P.R. China -
TEL: +86 21 3279 9000 www.dnv.com/assurance



DNV

Certificate No.: 384290-2020-IS-RGC-DNV
Place and date: Shanghai, 25 November, 2024

Appendix to Certificate

Agora, Inc.

Locations included in the certification are as follows:

Site Name	Site Address	Site Scope
Agora, Inc.	Ugland House, Grand Cayman, KY1-1104, Georgetown, Cayman Islands	Registered Address, No Activity
Agora, Inc.	Building 12, Songhu Road 333, Yangpu, Shanghai, China, 200433	The Personally Identifiable Information Protection Management System in Public Cloud Covers the Information Security Management Activities in the Operation and Maintenance of Agora Cloud Real-Time Engagement Platform Worldwide Management across Europe, North America, Asia, Africa, Australia and South America, and relevant R&D, Testing, Sales, Operation, Customer Support, Technical Maintenance, Data Processing of Agora Real-Time Engagement Products, Software Components, Systems and Services (e.g., Agora SD-RTN, Real-Time Voice SDK, Real-Time Video SDK, Live Interactive Video/Voice Streaming SDK, Real-Time Recording SDK, Real-Time Messaging SDK, Agora Chat SDK, Agora Analytics and other Real-Time Core Products, Extension Capabilities and Low-Code Application Platforms), which Empowers Worldwide Customers in Use Cases of Online Education, Social, Entertainment, Interactive Gaming, Telehealth, Online Financial Services, Livestreaming E-Commerce, Video Conferencing, Smart Hardware, and Enterprise Solutions. Use ISO27018:2019-Code of Practice for Protection of Personally Identifiable Information (PII) in Public Clouds acting as PII Processor and This is in Accordance with the Statement of Applicability, Version 2.0. Related to ISO27001 Certificate: 384286-2020-AIS-RGC-UKAS
Agora, Inc.	2804 Mission College Blvd, Santa Clara, CA 95054, USA	The Personally Identifiable Information Protection Management System in Public Cloud Covers Information Security Management Activities in the Sales, Operations, Customer Support and Technical Maintain of Agora, Inc. Real-Time Interactive Cloud Platform. Use ISO27018:2019-Code of Practice for Protection of Personally Identifiable Information (PII) in Public Clouds Acting as PII Processor and This is in Accordance with the Statement of Applicability, Version 2.0. Related to ISO27001 Certificate: 384286-2020-AIS-RGC-UKAS