

MANAGEMENT SYSTEM CERTIFICATE

Certificate No:
483162-2021-IS-RGC-DNV

Initial certification date:
13 October, 2021

Valid:
20 October, 2023 – 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 privacy information management system standard:
ISO/IEC 27701:2019

This certificate is valid for the following scope:

Privacy Information Management System 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, 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. Acting as PII Controller and PII Processor. This is in Accordance with the Statement of Applicability, Version 2.0

This certificate depends on the validity of the ISO/IEC 27001:2022 certificate number: 384286-2020-AIS-RGC-UKAS

Place and date:
Shanghai, 17 October, 2023

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 32799000



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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. BUILDING 9, NO.1591, HONGQIAO ROAD, CHANGNING DISTRICT, SHANGHAI 200336, P.R. CHINA TEL: +86 21 32799000 www.dnv.com



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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 | Privacy Information Management System 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, 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. Acting as PII Controller and PII Processor. This is in Accordance with the Statement of Applicability, Version 2.0 |



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|-------------|--|---|
| Agora, Inc. | 2804 Mission College Blvd, Santa Clara, CA 95054, USA | Privacy Information Management System 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, 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. Acting as PII Controller and PII Processor. This is in Accordance with the Statement of Applicability, Version 2.0 |
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