



Identity University Addendum

Date of Last Revision: June 28th, 2025

This Identity University Addendum (this “**Addendum**”) is a legal contract between you (either you as an individual or the entity or organization on whose behalf you are entering into these terms and conditions) and SailPoint Technologies, Inc. (together with its affiliates, “**SailPoint**”) for the access to and use of SailPoint’s “Identity University,” located at <https://university.sailpoint.com/> (including all content and functionality included therein, “**Identity University**”). This Addendum is subject to the terms and conditions of SailPoint’s Community Program Terms,¹ (the “**Community Program Terms**” and, together with this Addendum, the “**Terms**”), which are hereby incorporated by reference into this Addendum. Capitalized terms used but not defined in this Addendum shall have the meanings ascribed to such terms in the Community Program Terms.

The Terms are in addition to any terms or agreements (including any such terms or agreements related to software licenses, software-as-a-service subscriptions, open source software licenses, APIs and other connectors, evaluation or trial use of products, non-disclosure, or technology partnerships) you have in place with SailPoint (“**Other Binding Agreements**”). Without limiting the generality of the foregoing, your use of the SailPoint Offerings is governed by the Other Binding Agreements applicable to those services. In addition, your use of SailPoint’s Website is subject to SailPoint’s [Website Terms of Use](#).

BY ACCESSING OR USING IDENTITY UNIVERSITY, YOU HEREBY CERTIFY THAT YOU ARE OF LEGAL AGE. ALL INFORMATION AND MATERIALS MADE AVAILABLE TO YOU ON IDENTITY UNIVERSITY OR THROUGH THE SERVICES, THE TRAINING TENANT, OR VIRTUAL MACHINE ARE CONSIDERED CONFIDENTIAL INFORMATION. BY ACCESSING OR USING IDENTITY UNIVERSITY, YOU AGREE TO BE BOUND BY THE TERMS, INCLUDING THE WARRANTY DISCLAIMERS, INDEMNITY AND LIMITATION OF LIABILITY PROVISIONS BELOW. IF YOU DO NOT UNDERSTAND OR AGREE TO THESE TERMS, DO NOT ACCESS OR USE IDENTITY UNIVERSITY, AND PLEASE EXIT IDENTITY UNIVERSITY NOW.

1. Definitions

- 1.1. “**Hosted Products**” means the Training Products that are made available to you as an internet-accessible service.
- 1.2. “**Materials**” refers to the software, courseware, toolkits, documentation and all other information whether tangible or intangible, which are available on Identity University.
- 1.3. “**Services**” refers to the services provided by SailPoint in connection with the Materials, as well as any other related education or training services provided by or through SailPoint via Identity University.
- 1.4. “**Training Products**” means the software to which you are provided access pursuant to these Terms, including Identity University, the Training Tenant, and Virtual Machine.
- 1.5. “**Training Tenant**” means a non-production instance of SailPoint Identity Security Cloud software products or services.
- 1.6. “**User Data**” means all data and other information, if any, that is submitted by you to the Hosted Products for storage in a data repository in the course of using the Hosted Products.
- 1.7. “**Virtual Machine**” means a non-production, sandbox instance of SailPoint IdentityIQ or File

¹ **Note to Draft:** Hyperlink the Community Program Terms here.

Access Manager software products or services.

2. Rights Granted

- 2.1. Upon payment for Materials and Services, and subject to your compliance with these Terms, SailPoint hereby grants you the non-exclusive, non-transferable, non-sublicensable, limited right to use the Materials and Services solely for your personal educational benefit. Some Materials may be subject to additional license terms provided in the order. Any Materials that Identity University provides may be used solely by the students participating in that course or class for the purpose of taking the course or class.
- 2.2. Upon payment for Services that include access to a Training Tenant or Virtual Machine, and subject to your compliance with these Terms, and for the period you remain eligible to receive access under Section 13 below, SailPoint hereby grants you a personal, limited, revocable, non-exclusive, non-transferrable, non-sublicensable right to access and use a Training Tenant or Virtual Machine, solely for your internal, non-commercial educational benefit in connection with the Services, in accordance with any applicable documentation from SailPoint. Training Tenants or Virtual Machines cannot be used for production purposes under any circumstances and may be used solely by the students participating in the applicable course or class for the purpose of taking the course or class.

3. User Registration

- 3.1. The information you provide during user registration must be accurate and complete, and you agree not to register (i) under the name of another person, (ii) under a shared email account, or (iii) otherwise impersonate any other person, including any Identity University user, moderator, public figure, or SailPoint employee.
- 3.2. You are responsible for maintaining the confidentiality of any user ID and password that you create (your “ID”) during the user registration process, and you are fully and solely responsible for all activities that occur under your ID. It is up to you to take adequate precautions with your ID and to immediately notify SailPoint of any unauthorized user of your ID. SailPoint explicitly disclaims liability for any and all losses and damages arising from your failure to comply with this section.

4. Ordering/Registration Options

- 4.1. Identity University accepts orders for Materials and student registrations for Services (including Instructor-Led Training (“ILT”) Services, Virtual Instructor-Led Training (“VILT”) Services, self-paced E-Learning Services, hands-on labs, and/or other educational bootcamps, workshops, and sessions) via the Identity University website.

5. Services Orders

- 5.1. Once you place an order, the payment obligation is non-cancelable and the sum paid is nonrefundable (except as otherwise specified in this Addendum). Identity University relies upon the accuracy of the information you provide and is unable to provide refunds or reissue invoices in connection with incorrect order submissions.

6. Taxes and Expenses

- 6.1. You agree to pay any sales and use taxes, value-added taxes (VAT) or similar charges imposed by applicable law that SailPoint must pay based on the Materials and/or Services you ordered, except for taxes based on SailPoint's income. Also, you will reimburse SailPoint for reasonable expenses related to providing the Services. Notwithstanding the preceding

sentence, expenses for private/onsite classes shall be charged as described in a “Statement of Work” executed between you and SailPoint and subject to an Other Binding Agreement for professional services. Fees for Services listed in your order are exclusive of taxes and expenses.

7. Pricing and Quotes

- 7.1. You will be charged using the current pricing in effect at the time of your confirmed order placement. If you are a current customer or partner, you may request a quote instead of buying the order immediately from the shopping cart by emailing training-help@sailpoint.com. However, quotes can become invalid for a number of reasons, including, but not limited to: the quote has expired, the proposed event has already occurred, the class is cancelled, a price change, etc. The quote terms only pertain to that quote and cannot be applied to other orders.

8. Payment Options

- 8.1. You may use Identity University Training Subscriptions, Identity University Training Units, Identity University Training Passes, or you may use Visa, MasterCard, American Express, JCB, or Discover cards to acquire Materials and Services offered in the Identity University online catalog posted on the Identity University website. If you use Identity University Training Subscriptions or Training Passes, you agree to the terms and conditions for buying and using Identity University Training Subscriptions or Passes described in [Section 24](#) below. If you use Identity University Training Units, you agree to the terms and conditions for buying and using Identity University Training Units described in [Section 23](#) below.
- 8.2. If you are a current customer or partner and have placed your order through a quote or purchase order, SailPoint may, in its sole discretion, terminate your access to Identity University or reduce your number of Identity University Training Units if the purchase order has not been paid.

9. Third-Party Payment Processing Services

- 9.1. All credit card payments will be made through a third-party payment service provider, Stripe, Inc. (“**Stripe**”). Stripe also uses various banks, money services businesses, payment networks, and other financial intermediaries to provide such services. Your interactions with Stripe are governed by certain terms and conditions from Stripe, including the Stripe Consumer Terms of Service available at <https://stripe.com/legal/consumer> and Stripe’s privacy policy available at <https://link.com/privacy>. We recommend that you review such terms and conditions prior to completing any credit card transactions on the Identity University website. We are not responsible for any error by, or other acts or omissions of, Stripe.

10. Class Cancellation/Rescheduling

- 10.1. SailPoint may cancel or reschedule an instructor-led training course at its discretion, up to fourteen (14) calendar days ahead of the start date, and if it does, will use reasonable efforts to notify you in advance. You will not be charged for the SailPoint cancellation or rescheduling. **All registered attendees will be contacted and offered a seat in the next available course.** If the attendee wishes to cancel rather than be rescheduled, any attendance fees already paid to SailPoint will be refunded without penalty.
- 10.2. SailPoint is not liable for travel or accommodation costs incurred by students in the event that SailPoint cancels or reschedules an event.

11. Student Cancellation

- 11.1. Please notify us as soon as possible of any changes in your scheduled training. Cancellation and rescheduling requests must be received by SailPoint in email or other written communication. The following additional cancellation terms shall apply:
- If you cancel or reschedule your registration fifteen (15) or more calendar days before the scheduled course start date, SailPoint will assess no charge.
 - If you cancel or reschedule your registration fourteen (14) or fewer calendar days prior to the course start date or do not show up for the course, SailPoint will assess 100% of the course.
- 11.2. Notwithstanding anything to the contrary above, once you have downloaded Materials or accessed Training Tenants or Virtual Machines for a course, the course fee becomes fully payable and non-refundable and SailPoint will assess 100% of the course fee.

12. Privacy Terms

- 12.1. In using Identity University, you agree that the processing of your User Data will be subject to SailPoint's Privacy Statement at <https://www.sailpoint.com/legal/privacy>.
- 12.2. In using Identity University, you agree that your User Data will be shared with a SailPoint customer or partner employing you, if applicable.
- 12.3. If you are using Identity University to conduct administrative activities on behalf of your organization (a "**Training Administrator**"), you may from time-to-time access, add, or remove User Data of other individuals from your organization, subject to the limitations set forth herein. As a Training Administrator, you agree and warrant that you have a legal basis, including consent where applicable, to use Identity University on behalf of your organization, have a legal basis to access, add, or remove User Data of others, and to share such data with your organization.

13. Training Tenant and Virtual Machine

- 13.1. SailPoint does not provide any support, warranties, guarantees, service level commitments, or indemnification for the Training Tenant or Virtual Machine (or any information or data stored therein).
- 13.2. Unless otherwise agreed to in writing by SailPoint, access to a Training Tenant or Virtual Machine will be automatically terminated as set forth below:
- Instructor-Led Courses – Automatic termination 14 days after the last day of the instructor-led course.
 - Hands-On Labs – Automatic termination the day after the last day of the purchased hands-on lab.
 - On-Demand Courses - Automatic termination 90 days after the first day of enrollment in the on-demand course.

Access to a Training Tenant or Virtual Machine may also be terminated or suspended at any time in SailPoint's sole discretion, including after extended periods of non-use or violations of the restrictions below. Any data in the Training Tenant or Virtual Machine prior to such termination or suspension may not be capable of being transferred or retained for use or access by you.

- 13.3. In SailPoint's sole discretion, the Training Tenant or Virtual Machine may be subject to usage, capacity, or other limitations, including, but not limited to (i) number of enabled SailPoint software products or services (or features or components thereof); (ii) number of users; (iii) storage capacity; and (iv) rate limits or throttling on calls to SailPoint APIs. Training Tenants or Virtual Machines are generally included in the price of instructor-led training courses, hands-on labs, or on-demand course, however, upon reasonable notice, SailPoint reserves the right to charge for use of the Training Tenant or Virtual Machine.
- 13.4. You shall not, and shall not permit others to:
- 13.4.1. Access the Training Tenant, Virtual Machine, or any applicable documentation, or SailPoint's confidential information to develop a product or service in competition with SailPoint's software products or services;
 - 13.4.2. Rent, sublicense, resell, assign, distribute, time share or otherwise commercially exploit the Training Tenant or Virtual Machine;
 - 13.4.3. Store in the Training Tenant or Virtual Machine any production or confidential information, personal or sensitive data, key material or certificates of any kind;
 - 13.4.4. Connect the Training Tenant or Virtual Machine to or import User Data from products and/or services offered by third parties ("**Third Party Services**");
 - 13.4.5. Use the Training Tenant or Virtual Machine to (or submit, upload or store in the Training Tenant or Virtual Machine any content or data that) violate any applicable laws, any third-party intellectual property rights, or an individual's right of privacy or publicity;
 - 13.4.6. Use the Training Tenant or Virtual Machine to create, use, send, store, or run viruses, bots, worms, or similar harmful material;
 - 13.4.7. Overload the capacity of the Training Tenant, Virtual Machine or the system or network for such Training Tenant or Virtual Machine, or cause significant slowdown or burden to the same;
 - 13.4.8. Share access or log-in credentials to the Training Tenant or Virtual Machine to anyone other than yourself;
 - 13.4.9. Reverse engineer, copy, modify, adapt, or hack the Training Tenant or Virtual Machine; or
 - 13.4.10. Perform penetration testing or other benchmarking on the Training Tenant or Virtual Machine.

14. Intellectual Property

- 14.1. SailPoint, its affiliates and its licensors own and, except for the limited rights expressly granted to you under these Terms, retain all right, title, and interest in and to the Materials, Services, Training Tenant, Virtual Machine and all products you are provided access to through the Training Tenant or Virtual Machine and any other materials provided by SailPoint or its licensors under these Terms, including all modifications and derivative works related thereto, regardless of whether created by SailPoint or you, and intellectual property rights in the foregoing. No rights are granted to you under these Terms other than expressly set forth in these Terms.
- 14.2. As between SailPoint and you, you own any User Data. To the extent applicable with respect

to Hosted Products used by you, you hereby grant and agree to grant to SailPoint and its affiliates a worldwide, nonexclusive, transferable, sublicensable, royalty-free license to host, copy, transmit, display, and process the User Data as reasonably necessary to (a) provide the Hosted Products to you and (b) monitor, modify, and improve (including develop) the Hosted Products.

- 14.3. SailPoint may collect and retain, during and after the term for purposes of SailPoint's business, usage data that is derived from the operation of the Hosted Products, including patterns identified through the use of the Hosted Products and algorithms, log data and data regarding the performance and availability of the Hosted Products.

15. NO WARRANTIES

- 15.1. THE TRAINING PRODUCTS ARE PROVIDED "AS IS," "WHERE IS," AND "WITH ALL FAULTS." TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SAILPOINT MAKES NO WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, AND SPECIFICALLY DISCLAIMS ALL WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, ACCURACY OF INFORMATIONAL CONTENT, SYSTEMS INTEGRATION, NON-INFRINGEMENT, NON-INTERFERENCE WITH ENJOYMENT OR OTHERWISE. SAILPOINT DOES NOT WARRANT THAT THE TRAINING PRODUCTS WILL BE ERROR FREE OR UNINTERRUPTED, NOR DOES SAILPOINT WARRANT THAT IT WILL PRESERVE OR MAINTAIN ANY USER DATA WITHOUT LOSS. SAILPOINT HAS NO SUPPORT OBLIGATIONS FOR THE TRAINING PRODUCTS UNDER THESE TERMS AND IS NOT RESPONSIBLE FOR ANY DOWNTIME OR OTHER ISSUES THAT MAY ARISE WITHIN YOUR INFORMATION TECHNOLOGY ENVIRONMENT (INCLUDING WITHIN THIRD PARTY BUSINESS APPLICATIONS USED BY YOU) IN CONNECTION WITH THE TRAINING PRODUCTS.

16. Indemnification for User Data

- 16.1. You will defend SailPoint and its affiliates from any and all claims, demands, suits, or proceedings brought against SailPoint by a third party alleging a violation of yours or third party's rights arising from or related to any User Data, including your provision of such User Data to SailPoint or its affiliates or their respective use of such User Data in connection with providing the Hosted Products in accordance with these Terms. You will indemnify SailPoint for all damages and costs (including reasonable attorneys' fees) finally awarded by a court of competent jurisdiction, authorized arbitral panel, or paid to a third party in accordance with a written settlement agreement signed by you, in connection with any such claims, demands, suits, or proceedings.

17. Limitations of Liability

- 17.1. To the maximum extent permitted by law, in no event shall SailPoint be liable to you for any direct, indirect, incidental, special, punitive or consequential loss or damage, including loss of profits, loss of business, loss of revenue, loss of or damage to goodwill, loss of savings (whether anticipated or otherwise), loss of data, goodwill, or other intangible losses. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages so the above limitations or exclusions may not apply to you. If any applicable authority holds any portion of this section to be unenforceable, then liability will be limited to the fullest extent permitted by applicable law.

18. Regulatory/Export Compliance

- 18.1. Export controls and sanctions laws of the United States and any other relevant local export controls and sanctions laws apply to the Materials and Services (collectively "**Export Laws**").

You agree that the Export Laws govern your use of the Materials and Services (including technical data), and any materials provided under these Terms, and you agree to comply with all Export Laws. You agree that no data, information, software programs, or other materials resulting from the Materials or Services (or that are a direct product thereof) will be exported, re-exported, transferred, or released, directly or indirectly, in violation of the Export Laws. You represent that you are not (i) named on any U.S. government list of persons or entities with which U.S. persons are prohibited from transacting, (ii) owned or controlled by or acting on behalf of any such persons or entities, or (iii) residing, located, operating, or organized in a country or region subject to a United States trade embargo. You agree that you will not access or use the Materials or Services in any manner that would cause any party to violate any Export Laws.

19. Force Majeure

- 19.1. SailPoint shall not be responsible for failure or delay of performance if caused by an act of war, act of terrorism, hostility, sabotage, act of God, pandemic, electrical, internet, or telecommunication outage, government restrictions (including the denial or cancellation of any export or other license), or other event outside SailPoint's reasonable control. If such event continues for more than 90 days, either party may cancel unperformed Services or undelivered Materials upon written notice. This section does not excuse your obligation to pay for Materials or Services ordered.

20. Special Terms for Instructor Led Training (ILT) and Virtual Instructor Led Training (VILT) Services

- 20.1. The following terms shall apply to any ILT or VILT Services provided to you by SailPoint:
- Virtual Instructor-Led Training (VILT): VILT is exclusively for registered students; unregistered individuals may not view a VILT at any time. Registered students must view the course from the country listed in the registration form. Unauthorized recording, copying, or transmission of VILT content is strictly prohibited. You are responsible for meeting the minimum system requirements to attend a VILT.
 - International ILT Registrations: Students are responsible for ensuring they have all correct travel documentation (e.g., visas) in place prior to confirming attendance for a course.
 - Student Behavior: For any ILT or VILT class, you are responsible for ensuring that you (i) are appropriately qualified to participate in the course, including completing any course pre-requisites; (ii) arrive on time and in any event not later than twenty (20) minutes after its scheduled daily start time, and to attend the full daily course sessions; (iii) do not conduct yourself in an unprofessional, anti-social or disruptive manner that could reasonably be considered contrary to your employer's rules and policies. SailPoint instructors have the right in their sole discretion to exclude from a training session any person they judge to be in breach of this paragraph. Likewise the course instructor has the sole discretion to mark you as having been present for the entire course, or not.
 - Minimum System Requirements: You, the student are responsible to provide a laptop or equivalent device that meets the minimum system requirements for the ILT or VILT course. The device must have the minimum hardware and software pre-installed and ready for use before the first day of class.
 - Confirmation Process: Enrollments for ILT or VILT courses are not confirmed until complete payment is received. SailPoint will send you an Enrollment Confirmation email once your enrollment is confirmed.

- Private Training: Except as otherwise agreed by SailPoint in writing, attendance at any private instructor-led course is restricted to employees and staff of your organization.

21. Special Terms for Exams and E-Learning Services

- Minimum System Requirements: You are responsible for meeting the minimum system requirements to order exams or e-Learning Services.
- Payment: Exams and e-Learning Services orders are non-cancelable and non-refundable.
- Use of Downloaded Programs: In the event that any SailPoint programs are made available for download as part of these Services, then use of such programs is subject to the Terms or, if applicable, an Other Binding Agreement.
- Term: Identity University exam enrollments and self-paced E-Learning course materials are made available as set forth below, unless earlier terminated in accordance with the Terms:
 - Identity University Training Subscription – Available until you are no longer a named user under the Training Subscription.
 - Identity University Training Pass – Available until the expiration of the Training Pass.
 - On-Demand Courses – Available until 6 months after the first day of enrollment in the on-demand course.
 - Exams – Must be completed within 364 calendar days of the date of registration through Identity University.
- Viewing Restrictions: Identity University exams and e-Learning must be viewed from the country of purchase, unless previously authorized by SailPoint. Unauthorized recording, copying, transmission or other distribution of Identity University exams or E-Learning content is strictly prohibited. Identity University may update, remove or modify certain E-Learning Services course materials or exams from time to time at its discretion.

22. Student Satisfaction

- 22.1. In the event that a student has completed a publicly available, open enrollment ILT course (not a private onsite course) and has been present for all of the offering, but is not, in his/her reasonable opinion, satisfied with the course, then the student must notify SailPoint by emailing training-help@sailpoint.com within 30 business days following completion of the course. SailPoint, at its sole discretion, may then permit the student to retake the same version of the same course title (or at the student's option, the equivalent course provided online, if available) once more for free within 6 months following SailPoint's receipt of the notification (or if it is not available during such 6 month period, as soon as the course is available thereafter). The Student Satisfaction program does not apply: (i) to the retaken course; (ii) to self-paced E-Learning courses; (iii) to hands-on labs (iv) if the student is not able to satisfy the above criteria for reasons beyond SailPoint's reasonable control; or (v) if the student has been excluded from training by the instructor invoking the above Student Behavior policy. SailPoint is not responsible for any applicable taxes, transportation costs, lodging costs or other expenses or costs related to the retaken course. This is the sole remedy and SailPoint's exclusive liability in the event that a student is not satisfied with the course.

23. Identity University Training Units Terms and Conditions of Use

- 23.1. Training Units may be used to acquire instructor-led courses, professional SailPoint certification exams, or hands-on labs offered by SailPoint's Identity University through its catalog provided at <https://university.sailpoint.com>, and are strictly intended as an alternate payment method to a credit card at the electronic checkout provided by <https://university.sailpoint.com>. When purchasing an item from the catalog using Training Units, there must be a sufficient Training Unit account balance available to cover the full and final cost at checkout, including any taxes and other charges related to your order. Training Units may not be used to pay for additional Training Units. Training Units may be used to pay for private training, but may not be used to pay for non-training expenses such as travel, printing, implementation or expert professional services.
- 23.2. Training Units are valid for a period of 12 months from the date of purchase. Training Units are non-refundable, non-transferable and non-assignable. Training Unit Accounts may be suspended if you are on a credit hold with SailPoint. Every Training Unit Account must have at least one Training Administrator in Identity University and every Training Administrator must be an enabled Identity University user with a verified email address. Training Administrators may only distribute Training Units internally to their company employees. Only Training Administrators will have access to see the balance of Training Units held in their account. Training Administrators will be able to buy additional Training Units for their account any time they are logged into Identity University by using a major credit card or by purchase order.

24. Identity University Training Subscriptions and Training Passes Terms and Conditions of Use

- 24.1. Unless otherwise agreed to by SailPoint, each Training Subscription entitles you to enable the purchased number of concurrent named users with unlimited access to the self-paced eLearning courses in Identity University during the Training Term. For Training Subscriptions that are purchased through a quote, the "**Training Term**" begins on the date specified in the quote ("**Start Date**") and continues for the time period stated in the applicable quote where the Training Subscription was purchased. For Training Subscriptions that are purchased with a credit card, the "**Training Term**" begins on the date payment is received by SailPoint ("**Start Date**") and continues for the time period of the Training Subscription that was purchased. You may name additional named users up to the specified number of concurrent named users for the Training Subscription at any point during the current Training Term. You may only replace an existing named user with a newly named user (i) at the end of the Training Term if the Training Term is for 12 months or more, (ii) on the annual anniversary of the Start Date if the Training Term is greater than 12 months, and (iii) if the existing named user has left the organization that purchased the Training Subscription during the Training Term. Training Subscriptions are non-cancellable, non-refundable, non-transferable and non-assignable
- 24.2. Each Training Pass entitles you to unlimited access to the self-paced eLearning courses in Identity University during the term that the Training Pass is valid for. Training Passes are non-cancellable, non-refundable, non-transferable and non-assignable.