

WEBFLOW INFORMATION SECURITY ADDENDUM

This Information Security Addendum (“**InfoSec Addendum**”) is part of and hereby incorporated into the Master Subscription Agreement (the “**MSA**” and together with this and all other exhibits and Order Forms, the “**Agreement**”) by and between Webflow, Inc. (“**Webflow**”), and the customer identified in the MSA (“**Customer**”). All capitalized terms used but not defined herein will have the respective meanings ascribed to them in the Agreement.

1. PURPOSE.

1.1. Scope. This InfoSec Addendum sets forth Webflow’s information security program and infrastructure policies designed to protect Customer Data from unauthorized use, access, disclosure, theft, and/or manipulation during the Subscription Term and for such limited period of time thereafter during which Webflow has possession of or access to such Customer Data (e.g., Customer Data in backup systems that is systematically purged in the usual course of business). For the avoidance of doubt, as the open nature of the Platform enables Customer to add or interconnect with content, assets, or services controlled or managed by Customer or third parties selected by Customer, this InfoSec Addendum does not apply to any such content, assets, or services.

1.2. Conflict. Notwithstanding any other term of the Agreement, in the event of a conflict or inconsistency between this InfoSec Addendum and the Agreement, the terms of this InfoSec Addendum shall control but solely to the extent of such conflict.

2. PHYSICAL SECURITY.

2.1. Data Center. Webflow uses Amazon Web Services (“**AWS**”) exclusively for the provisioning of data center facilities. The parties agree that AWS meets the physical security requirements appropriate for the processing and storage of Customer Data and will regularly review the AWS certification of its data center facilities.

2.2. Webflow Offices. Webflow offices will not store tangible Customer Data in any form. Office facilities are protected with locks, cameras, and alarm systems.

2.3. Webflow Laptops. Notwithstanding Section 2.2 above, Customer Data may be temporarily downloaded onto Webflow-owned laptops for data analysis and/or troubleshooting. Laptops are security-hardened with a configuration that includes full-disk encryption, enforced password authentication, automatic screensaver with password unlock, and malware protection.

3. NETWORK, STORAGE, AND HOST SECURITY.

3.1. Transmission. Webflow will end-to-end encrypt Customer Data under Webflow’s control traversing any public network using TLS 1.2 or better, and a cipher suite adhering to the recommendations of NIST SP 800-52.

3.2. Storage and Encryption. Webflow will store all Customer Data transmitted to Webflow in AWS S3 containers set with encryption-at-rest to AES256 or better; or in Webflow databases encrypted to AES256 or better; or to online backups (system “snapshots”) stored in AWS S3 containers set with encryption-at-rest. Decryption and management of encryption keys are controlled by Atlas MongoDB. Only NIST-approved ciphers and modes will be used for encryption.

3.3. Storage Media. Webflow will not store Customer Data on removable media (e.g., tapes, removable disks, flash drives, etc.) in the normal course of business. Except as expressly set forth herein, any transfer of Customer Data via removable media is prohibited without Customer’s written approval.

3.4. Intrusion Detection/Prevention. Webflow will implement appropriate tools, equipment, and mechanisms in the environment of, and within, the application designed to reduce the risk of unauthorized access to Customer Data. Such tools may include deployment of firewalls, intrusion detection systems, malware detection, and malware interception software. Webflow will monitor all such tools, and assess and take steps necessary to address any incidents of which it becomes aware without undue delay.

4. LOGGING AND MONITORING.

4.1. Availability and Performance. Webflow will monitor infrastructure, network, storage, and system performance on an ongoing basis.

4.2. Security Alerts. Webflow maintains intrusion detection systems that log events to the Webflow’s Security team in real-time. Additional security logs are generated for periodic review by the Security team, including failed and successful login attempts. Security logs are retained for a period of at least one year.

5. THIRD PARTY SECURITY.

5.1. Vendor Due Diligence. Webflow conducts appropriate due diligence prior to engaging any third party, vendor, subcontractor, or subprocessor used to provide any services to Webflow customers.

5.2. Vendor Management. Prior to granting any vendor access to any Webflow system or Customer Data, Webflow will evaluate all vendors to ensure their security controls are of a level consistent with or better than Webflow’s own. Webflow uses a formal vendor risk management system based on recommendations in NIST SP 800-39.

5.3. Vendor Certification and Warranty. Webflow will evaluate and store vendor credentials, vendor engagement agreements, and any other artifacts as appropriate for the task engaged (such as PCI-DSS attestations for payment processors; ISO27001 for Infrastructure Providers; SOC-2 where applicable for SaaS) for at least one year past the lifetime of the vendor engagement with Webflow. Webflow will review such artifacts and credentials annually.

6. CUSTOMER ACCESS CONTROLS.

6.1. Customer Authentication (SAML Login). Customers with Single Sign-On via the “Security Assertion Markup Language” standard (“**SAML Login**”) will configure any access restrictions via Customer’s IdP. All access controls (such as password complexity, multi-factor authentication, session length validity) are solely Customer’s responsibility.

6.2. Customer Authentication (OAuth2/SSO Login). Webflow customers with Single Sign-On via the “Open Authentication 2.0” or SAML 2.0 standards (“**OAuth2 Login**”) will either (a) allow users to configure any access restrictions via their OAuth2 or identity provider, or (b) may restrict domain access to an OAuth2/identity provider under their control (such as the enterprise GSuite, Okta, OneLogin, Ping identity, etc.). All access controls (such as password complexity or multi-factor authentication) are solely the responsibility of the IDP account holder. Where Customer controls the identity provider, all access controls are the responsibility of Customer. Webflow currently supports OAuth2 assertions from Google/GSuite, and SAML-based SSO from any SAML 2.0 compliant identity provider.

6.3. Customer Authentication (username/password). Customers may allow username/password as a mechanism to authenticate users. Users self-register to the Webflow platform. Customer passwords are stored within Webflow as hashes using industry standard techniques. Webflow does not store user passwords in the clear in any Webflow-controlled cache, file, database, or access log.

7. CUSTOMER DATA.

7.1. Webflow Project. Customer will manage access to Customer’s Website Content, via Webflow’s user interface. Customer may invite, allow access to, remove access from, or delete Website Content in its discretion. In the case of specific deletion of a Webflow project, Webflow will use commercially reasonable efforts to remove all Customer Data as promptly as practicable from shared access and Webflow’s systems following the completion of backup cycles, as Customer Data may be temporarily retained in Webflow backups after deletion.

7.2. Access Control. Webflow’s access controls will include commercially reasonable procedures to check and enforce access restrictions for network requests.

7.3. Customer Data Segmentation. Webflow will store Customer Data logically separate from data of its other customers. Assets that comprise a Webflow project are stored individually in encrypted AWS S3 containers, with the URL controlled by Webflow servers.

8. INCIDENT MANAGEMENT.

8.1. Assessment and Notification. Webflow will promptly investigate all reported or detected security issues and assess the impact to Customer. If Customer is affected, Webflow will ensure Customer is notified within the timeframe required by applicable laws, or as may otherwise be set forth in the MSA, to the email address provided by Customer for reporting security incidents.

8.2. Remediation. For any incident that affects Customer, Webflow will inform Customer of the progress of any remediation periodically throughout remediation activity. Based on Webflow's assessment, Customer may be involved in the remediation. Webflow will provide Customer with a detailed report of the incident as soon as reasonably possible (the "**Report**") which Customer shall treat as Webflow's Confidential Information. Webflow will retain data related to the incident for at least one year past the termination of this Agreement.

9. WEBFLOW ACCESS CONTROLS.

9.1. Webflow Workforce Authentication. Webflow personnel will use individual credentials to access the Webflow system. All access permissions are role-based grants, on the principle of least privilege. Multifactor authentication is mandatory for system access. Additional multifactor authentication is required for access to core systems such as for infrastructure management or financial system access.

9.2. Webflow Endpoint Devices. Webflow's end-point devices will be configured to increase protection of any Customer Data that may be accessed, including full-disk encryption, mandatory login passwords, malware protection, a personal firewall, and password-secured screensavers.

9.3. Limited Access. Webflow will limit access to Customer Data to only those Webflow personnel that have a need to know in order to perform specific responsibilities related to providing the Platform to Customer.

10. SOFTWARE DEVELOPMENT.

10.1. Code Development. Webflow uses a Secure Software Development Life Cycle (SSDLC) framework for all code development. All branches, features, and releases must be reviewed by more than one team member. Pull requests must be approved by an authorized team member. Automated code analysis and integration testing is applied before any code merge, and again before release to production.

10.2. Change Management. Webflow requires all code to pass all automated tests prior to being considered for release. A release must be approved by an authorized team member designated for that code area. Emergency fixes may be expedited but will still require approval from an authorized member of the responsible team. Incident management change control will be overseen by Webflow's security and privacy representatives.

10.3. Software Frameworks. Webflow uses industry-standard software frameworks and libraries: native HTML, and Javascript; Node.js on Backend. All frameworks are regularly reviewed for security issues and amendments made as appropriate to any deployed or in-development code.

10.4. Threat and Vulnerability Management. Webflow uses internal vulnerability scanning tools including AWS Inspector to identify known vulnerabilities in

code. Webflow will undergo a penetration test carried out by an independent third party on at least an annual basis.

10.5. Vulnerability Scans and Penetration Tests. Webflow will perform annual penetration tests on Webflow's systems based on relevant identified risks and at least bi-annual vulnerability assessments, including systematic scans or reviews of Webflow's systems, designed to identify publicly known security vulnerabilities based on the relevant identified risks. Upon request, Webflow shall provide to Customer a high-level summary of the results of the penetration tests.

11. HUMAN RESOURCES SECURITY.

11.1. Training. All Webflow employees receive regular training on security and privacy requirements to comply with Webflow's information security policies and procedures. Training is provided during employee onboarding and at least annually thereafter. All engineering staff members must also complete secure code training upon hire. Additional training is provided to address new threats as they emerge.

11.2. Background Checks. As required under Applicable Law and consistent with Webflow's then-current screening practices, Webflow will use commercially reasonable efforts to perform background checks for all Webflow personnel that will have access to Customer Data. Webflow agrees not to knowingly assign any person to perform work under the Agreement who has been convicted of a violation of a law involving injury to the public and jail or prison time without Customer's express written consent.

12. BUSINESS CONTINUITY.

12.1. Backup. Webflow will maintain multiple snapshots of operational databases to be able to recover Customer Data. Backup restoration is restricted to Webflow Systems and Integration staff, and is authenticated by multifactor authentication. Snapshots will be encrypted to AES256 or better.

12.2. Resiliency by Design. Webflow will design backend servers to be naturally resilient. Single server failures will trigger automatic recovery/failover to another server for that function.

12.3. Business Continuity. Webflow will maintain business continuity plans that will allow full-service restoration in an alternative AWS region. Customer Data restoration times have a recovery point objective (RPO) of 4 hours and recovery time objective (RTO) of 24 hours.

12.4. Disaster Recovery. Webflow will maintain disaster recovery plans to recover from catastrophic impacts to Webflow and target full-service restoration at an alternative geographic location within the AWS infrastructure. Disaster Recovery Plans will ensure Customer Data has a RPO of 4 hours, and a RTO of 24 hours.

13. REGULATORY COMPLIANCE AND AUDIT.

13.1. Security Attestation. Webflow has implemented an information security management system to comply with the requirements of AICPA's SOC-2 program. Copies of Webflow's SOC 2 Type II reports will be available upon Customer's request, or in the event that Webflow is still engaged in the process of obtaining such reports, as soon as reasonably possible.

13.2. Audit. Webflow will only seek accreditation or attestation from reputable auditors. Webflow will retain all audit results for at least two years. Customers may request the results of audits. Customers do not have the right to independently audit Webflow directly for any reason.