

# MANAGEMENT SYSTEM CERTIFICATE

Certificate No:  
384288-2020-IS-RGC-DNV

Initial certification date:  
19 October, 2020

Valid:  
19 October, 2020 - 19 October, 2023

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 27017:2015**

This certificate is valid for the following Scope:

**The Cloud Service Information Security 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, Real-Time Streaming Acceleration SDK and Agora Analytics), 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 ISO27017:2015- Code of Practice for Information Security Controls based on ISO/IEC 27002 for Cloud Services and this is in accordance with the Statement of Applicability, Version 1.0**

Place and date:  
Shanghai, 19 October, 2020

For the issuing office:  
**DNV GL – Business Assurance**  
Suite A, Building 9, No.1591  
Hongqiao Road, Changning District,  
Shanghai 200336, P.R. China  
TEL: +86 21 32799000



**Zhu Hai Ming**  
Management Representative

Certificate No: 384288-2020-IS-RGC-DNV  
Place and date: Shanghai, 19 October, 2020

## 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, Cayman Islands	Registered Address, No Business Activity
Agora, Inc.	2804 Mission College Blvd, Santa Clara, CA 95054, USA	The Cloud Service Information Security 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, Real-Time Streaming Acceleration SDK and Agora Analytics), 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 ISO27017:2015- Code of Practice for Information Security Controls based on ISO/IEC 27002 for Cloud Services and this is in accordance with the Statement of Applicability, Version 1.0
Agora, Inc.	Building 12, Songhu Road 333, Yangpu, Shanghai City, P.R. China, 200433	The Cloud Service Information Security 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, Real-Time Streaming Acceleration SDK and Agora Analytics), 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 ISO27017:2015- Code of Practice for Information Security Controls based on ISO/IEC 27002 for Cloud Services and this is in accordance with the Statement of Applicability, Version 1.0

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

ACCREDITED UNIT: DNV GL BUSINESS ASSURANCE (CHINA) CO., LTD. BUILDING 9, NO.1591, HONGQIAO ROAD, CHANGNING DISTRICT, SHANGHAI 200336, P.R.CHINA TEL: +86 21 32799000 [www.dnvgl.com](http://www.dnvgl.com)