

MANAGEMENT SYSTEM CERTIFICATE

Certificate No:
384290-2020-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 27018:2019

This certificate is valid for the following scope:

The Personally Identifiable Information Protection Management System in Public Cloud Covers the PII Protection 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 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 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



A handwritten signature in black ink, appearing to read "Zhu Hai Ming".

Zhu Hai Ming
Management Representative

Certificate No: 384290-2020-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.	Building 12, Songhu Road 333, Yangpu, Shanghai City, P.R. China, 200433	The Personally Identifiable Information Protection Management System in Public Cloud Covers the PII Protection 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 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 1.0
Agora, Inc.	2804 Mission College Blvd, Santa Clara, CA 95054, USA	The Personally Identifiable Information Protection Management System in Public Cloud Covers the PII Protection 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 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 1.0