

## Accessibility, Support, and Privacy Notifications

### Accessibility:

- Please note that conformity with the recommendations of the WCAG guidelines will vary across CyberArk Products and that most products are partially compliant. CyberArk makes reasonable efforts to design its products to comply with the Web Content Accessibility Guidelines, and such efforts may consist of the following:
  - Specified internal teams aimed at improving the interface of applicable products
  - Ongoing replacement of underlying UI components to standard external components, where necessary
  - Leveraging a mobile version of the product which can be leveraged by users requiring greater accessibility
  - Leveraging a text-based interface
  - Navigation fields are highlighted upon mouse hover
  - Information conveyed by images or icons are also represented in text along with the image or icon
  - The meaning of images and icons used for status indicators are consistent throughout our UI
  - Magnification of the IU console using the browser
  - In the event you have particular comments, questions, or concerns in regards to CyberArk's products and the accessibility of your users, please contact your CyberArk sales or channel representative.

### Support:

- Ensuring your CyberArk Privilege Cloud is up to date and running efficiently is a priority. If you encounter a technical problem contact CyberArk Privilege Cloud support 24x7, using our ticketing system at <https://cyberark-customers.force.com> . Phone and email support are also available. Further details are available at [www.cyberark.com/customer-support/#contact-support](http://www.cyberark.com/customer-support/#contact-support). By subscribing to this product you agree that CyberArk provisioning of technical support to you shall be done in accordance with CyberArk's then applicable [SaaS support terms](#).
- Contact CyberArk for support related questions: [www.cyberark.com/customer-support/](http://www.cyberark.com/customer-support/)

### Privacy:

- When you subscribe to any CyberArk Product, CyberArk will add your contact details to receive legal notifications of new sub-processors, as set out in CyberArk's [privacy center](#) and further specified in the Standard Contract. If you do not wish to receive such notifications, please contact [privacy.request@cyberark.com](mailto:privacy.request@cyberark.com)

