

## Privacy Policy

Last Updated: March 28, 2025

This Privacy Policy is supplemental to any employee privacy policy that may be provided to you by your employer for the use of any products or services, such as iX products. This Privacy Policy may not apply to information or content when used by or on behalf of our business customers as part of a business offering, such as iX products. Our use of that this information and content is governed by contractual agreements for the use and access of Concentrix products and services concluded with your employer.

### **This Privacy Policy describes how we collect, use, store, disclose, share and otherwise process personal information (including yours) in the course of your use of our website, products and services.**

We, Concentrix, its Affiliates and subsidiaries ("Concentrix," "we," "us," or "our") respect your privacy and have created this Privacy Policy to explain to you how we collect, use, store, disclose, share and otherwise process your personal information. This Privacy Policy does not address the privacy practices of any third parties that we do not own, control, or are affiliated with. Terms not defined in this Privacy Policy will have the meaning set forth in our Terms of Use.

By use of our products and services, you are agreeing to the terms of this Privacy Policy and the accompanying Subscription Agreement or the Private Preview Agreement (PPA), as applicable. We encourage you to read the Privacy Policy, and to use the information it contains to help you make informed decisions.

#### **1. Specific terms supplementing this standard privacy policy**

The below specific terms apply to you depending on you place of residency.

**If you are located in the LATAM & Caribbean countries:** We encourage you to read our local Privacy Policy here: <https://www.concentrix.com/legal/> (LATAM section), and to use the information it contains to help you make informed decisions, especially regarding the processing of your sensitive personal data. However, Concentrix has established technical measures to limit the processing of this category of personal data.

This Privacy Notice only will have affect in those countries in LATAM & the Caribbean in which Concentrix has commercial presence. Any other countries are subjected to their own privacy policies regarding the use of Concentrix iX products, or any other related services or products.

**If you are located in California:** Please also see our California Privacy Policy located at: <https://www.concentrix.com/wp-content/uploads/2024/04/CNX-California-Privacy-Policy-v2.0.pdf>.

#### **2. Information We Collect or Receive**

**Personal Information Provided:** We collect any identifiable Personal Information provided by you if you create an account to use our products, services or to communicate with us:

- **Account Information:** When you create an account with us, will collect the necessary information needed associated with your account, including, but not limited to your name, contact information, account credentials, email address, payment information, and transaction history, in addition to personal information needed to verify your identity (collectively, "Account Information").
- **Communication Information:** If you communicate with us, we collect your name, contact information, and the contents of any messages you may send. Interaction by you with our social media sites, like Facebook, Twitter and LinkedIn. Further, companies that host our social media sites may provide us with aggregate data and analytics about our social media site activity ("Communication Information").
- **User Content:** When provided by you in the use of our products and services, we collect personal information that may be included in input files, uploads, or feedback that you provide on our services ("Content").
- **Other Information:** We may collect other information that you provide to us when you participate in our events or surveys on the use of our products and services, such as feedback (collectively, "Other Information You Provide").

**Personal information we receive automatically from your use of the Product or Services:** When you visit, use, or interact with the Products or Services, we receive the following information about your visit, use, or interactions “Technical Information”):

- **Log Data Information** that your browser or device automatically sends when you use our Products and Services. Log data includes your IP address, browser type and settings, the date and time of your request, and how you interact with our Products and Services.
- **Usage Data**: We may automatically collect information about your use of our Products and Services, such as the types of content that you view or engage with, the features you use and the actions you take, as well as your time zone, country, the dates and times of access, user agent and version, type of computer or mobile device, and your computer connection.
- **Device Information**: Includes name of the device, operating system, device identifiers, and browser you are using. Information collected may depend on the type of device you use and its settings.
- **Cookies**: We use cookies to operate and administer our Products and Services and improve your experience. A “cookie” is a piece of information sent to your browser by a website you visit. You can manage your cookies by setting your browser to accept all cookies, to reject all cookies, or to notify you whenever a cookie is offered so that you can decide each time whether to accept it. Please note that by adjusting your cookies it may have impact to the use of Products or Services.
- **Analytics**: We may use a variety of online analytics products that use cookies to help us analyze how users use our Services and enhance your experience when you use the Services.

### 3. **Why and How Information is Used and Shared**

We may use Personal Information for the following purposes:

- To manage and configure your accounts and provide support services if needed;
- To provide, administer, maintain and/or analyze the Products and Services (e.g., manage license and ensure appropriate access);
- To improve our Products and Services and conduct research, quality analysis;
- To communicate with you; including to send you information about our Products and Services and events;
- To develop new products and services;
- To prevent fraud, criminal activity, or misuses of our Products and Services, and to protect the security of our IT systems, architecture, and networks;
- To carry out business transfers; and
- To comply with legal obligations and legal process and to protect our rights, privacy, safety, or property, and/or that of our affiliates, you, or other third parties.
- The use of your Personal Data is necessary for us to manage user accounts, for the provision of the Products and Services as agreed with your employer and to respect legal obligations to which we are subject. Should you not provide us this Personal Data, we may be able to provide access to our Product and Services.

### 4. **Aggregated or de-identified information.**

We may aggregate or de-identify Personal Information to analyze the effectiveness of our Products and Services, to improve and add features to our Products and Services. In addition, from time to time, we may analyze the general behavior and characteristics of users of our Services and share aggregated information like general user statistics with third parties, publish such aggregated information or make such aggregated information generally available. We may collect aggregated information through the Products and Services, through cookies, and through other means described in this Privacy Policy. We will maintain and use de-identified information in anonymous or de-identified form and we will not attempt to reidentify the information, unless required by law.

As noted above, we may use your feedback and aggregated statistics to improve our Products and Services such as iX products.

## 5. Disclosure of Personal Information:

In certain circumstances we may provide your Personal Information to third parties without further notice to you, unless where required by law:

- **Vendors & Service Providers:** To assist us in meeting business operations needs and to perform certain services and functions, your Personal Information may be accessible to vendors and service providers, including providers of hosting services, customer service vendors, cloud services, email communication software, web analytics services, and other information technology and/or Artificial Intelligence providers, among others. Pursuant to contractual provisions and our instructions, these parties will access, process, or store Personal Information only in the course of performing those duties and on a need-to-know basis.
- **Business Transfers:** If we are involved in strategic transactions, reorganization, bankruptcy, receivership, or transition of service to another provider (collectively, a “Transaction”), your Personal Information and other information may be disclosed in the diligence process with counterparties and others assisting with the Transaction and transferred to a successor or affiliate as part of that Transaction along with other assets.
- **Legal Requirements:** We may share your Personal Information, including information about your interaction with our Services, with government authorities, industry peers, or other third parties (i) if required to do so by law or in the good faith belief that such action is necessary to comply with a legal obligation, (ii) to protect and defend our rights or property, (iii) if we determine, in our sole discretion, that there is a violation of our terms, policies, or the law; (iv) to detect or prevent fraud or other illegal activity; (v) to protect the safety, security, and integrity of our products, employees, or users, or the public, or (vi) to protect against legal liability.
- **Affiliates:** We may disclose Personal Information to our affiliates, meaning an entity that controls, is controlled by, or is under common control with Concentrix. Our affiliates may only use the Personal Information we share in a manner consistent with this Privacy Policy for the purposes listed above.
- **Business Account Administrators:** When you use our Products and Services, i.e., iX products, the administrators of that account may access and control your account. In addition, if you create an account using an email address domain belonging to your employer or another organization, we may share the fact that you have an iX product account and certain account information, such as your email address, with your employer or organization to, for example, enable you to be added to their business account.
- **Other Users and Third Parties You Share Information With:** Certain features allow you to display or share information with other users or third parties. For example, you may share iX product conversations with other users via shared links or send information to third-party applications via custom actions for iX products. Be sure you trust any user or third party with whom you share information.

## 6. Transfers of your Personal Information to Third Countries

Please note that some of your Personal Data is transferred and stored in the United States. It is also accessed from any other country in which Concentrix is located. More specifically, your data may be accessed by Concentrix IT support team located in India, the Philippines and the US in order for user account setting and management and to solve any technical issues you may encounter.

All transfers of Personal Data are secure and subject to a data transfer agreement as required by the applicable data protection legislation.

For transfers outside of the European Economic Area (EEA), the United Kingdom or Switzerland, such transfers are covered by the European Commission Standard Contractual Clauses 2021/914 as well as the UK Addendum and the Swiss Addendum.

## 7. Your Rights

Where you have been provided a supplemental privacy notice by your employer for use of iX products, you would follow the directions provided by your employer in exercising any applicable statutory rights in relation to the processing of your Personal Information.

Depending on your location, individuals may have certain statutory rights in relation to their Personal Information. For example, you may have the right to:

- Access your Personal Information and information relating to how it is processed.
- Delete your Personal Information from our records.
- Rectify or update your Personal Information.
- Transfer your Personal Information to a third party (right to data portability).
- Restrict how we process your Personal Information.
- Withdraw your consent—where we rely on consent as the legal basis for processing at any time.
- Object to how we process your Personal Information.
- Lodge a complaint with your local data protection authority should you consider that the way we use your Personal Information is in breach of the applicable data protection legislation

You can exercise some of these rights by submitting a request to the Concentrix Data Protection Office or your local Privacy contact by email.

To exercise any other rights you may have under privacy laws, please contact us using the contact information further below and describe your request. We may ask for additional information from you to clarify your request and verify that you are authorized to make this request. We will respond to requests to exercise privacy rights according to applicable laws. Some laws allow you to appeal how we responded to your requests. If these laws apply and you exercise your appeal rights, we will respond to your appeal according to applicable laws.

#### **8. How We Protect and Retain Your Information**

We have appropriate security measures in place to prevent your Personal Information from being accidentally lost or used or accessed in an unauthorized way. We limit access to your information to those who have a genuine business need to access it. Those processing your information will do so only in an authorized manner and are subject to a duty of confidentiality. Procedures are in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where required by applicable law.

We'll retain your Personal Information for only as necessary in order to provide our Products and Services to you, or for other legitimate business purposes such as resolving disputes, safety and security reasons or complying with our legal obligations. How long we retain Personal Information will depend on a number of factors, such as the amount, nature, and sensitivity of the information, the potential risk of harm from unauthorized use or disclosure, our purpose for processing the information, our client's instructions and any legal requirements.

#### **9. Children.**

Our Products and Services are intended to be provided to Concentrix's business-to-business clients. Therefore, we do not knowingly collect or solicit Personal Data from anyone under the age of 16.

#### **10. Changes to This Privacy Policy**

This Privacy Policy is effective as of the date stated at the top of this Privacy Policy. We may change this Privacy Policy from time to time. Any such changes will be posted on this website and iX products. By accessing our Products and Services after we make any such changes to this Privacy Policy, you are deemed to have accepted such changes. Please be aware that to the extent permitted by applicable law, our use of the Information is governed by the Privacy Policy in effect at the time we collect the Information. Please refer to this Privacy Policy on a regular basis.

#### **11. How to Contact Us**

If you have questions about this Privacy you can contact the global privacy office at [DPO@Concentrix.com](mailto:DPO@Concentrix.com) or your local Privacy contact at the email address indicated below with "Privacy Policy" in the subject line:

**For LATAM and Caribbean countries:** [proteccion.dedatos@concentrix.com](mailto:proteccion.dedatos@concentrix.com).