

## **NICE CXone Cloud Services Product Privacy Notice**

**Last Updated: October 11, 2021**

This Product Privacy Notice explains how NICE CXone (collectively “CXone,” “we,” “us” and “our”) collects, uses, and discloses personal data that we handle or process on behalf of Users (collectively “Users,” “you,” “your”) that access and subscribe or otherwise use the NICE CXone Cloud Services (“Cloud Services”). This Privacy Notice only applies to information collected, retained, used, and disclosed when using the CXone Cloud Services. Other interactions with NICE and its affiliates via website are governed by the NICE PRIVACY NOTICE available at <https://www.nice.com/privacy-statement/>

For purposes of this Product Privacy Notice, “Personal Data” means data that relates to or identifies an individual and “User Data” means the content and data, including Personal Data of others that a user enters into the Cloud Services.

For clarity, CXone is a Controller for the data that we collect directly from Users in order to market, service, and provide Cloud Services access and use. For User Data that is entered into the Cloud Services, the User is the Controller and we act as a Processor or Sub-Processor and will only process User Data as agreed to provide Services under our Terms of Use, Order Forms, Service Contract, and when applicable a Data Processing Agreement.

### **What data we collect**

#### *Personal Data collected directly from you*

For Users accessing the Cloud Services we collect contact information that you provide which may include: Full name, company name, job title, physical address, email, username, password, birthdate, answer to security questions, payment method information or other payment details.

#### *Data collected from other sources*

We may combine this data with data that we already have, or data provided by third parties including parties that we have purchased Personal Data from.

#### *Data about other individuals*

If you provide to us or input Personal Data of others as User Data into the Cloud Services, you are responsible for obtaining legal consent and providing notice as required by applicable law. We will only process this data as instructed and as is necessary to provide use of the Cloud Services.

### **What purposes this data is used for**

To process and collect payment for applicable services, to establish an account and log in credentials for Users, to communicate and to provide Cloud Services updates, provide User support and engage in customer service activities, for direct marketing of our products and services, and for functionality of the Cloud Services user authentication, feature enablement, fraud prevention, implementation of security measures, and feature and performance improvement.

## **Sharing and Disclosure of Information**

We may share your Personal Data With affiliates, vendors or other third parties when necessary to provide: our services, Cloud Services functionality, system administration, data storage and hosting, payment processing, customer service and support, and research and analytics. When we share your Personal Data we take reasonable steps to require that recipients use the same or greater level of care that we provide for your information.

We may also share, use or disclose your Personal data to: (i)meet legal obligations (ii)comply with laws and regulations (iii)satisfy appropriate requests under audits and inquiries of government authorities and law enforcement agencies (iv) enforce our legal rights and Terms of Use (v) protect our operations and Cloud Services functionality, security and stability (vi) protect the rights, privacy, property, and safety of CXone, Users or others (vii) defend our legal rights and limit damages.

## **Protection of Information**

We take appropriate action to implement generally accepted technical operational and organizational measures and safeguards consistent with domestic and international data protection standards to protect both Personal Data and User Data. No method of transmission or storage of data is 100% secure.

## **Data Retention**

We will retain data for a reasonable amount of time consistent with the purpose that the data was collected for, and no longer than necessary or required by law.

## **Personal Information Rights and Choices**

We recognize the Rights and Choices of individuals relative to their Personal Data that are protected under their State, Federal and International law. For more information on these rights please see <https://www.nice.com/privacy-statement/>

For assistance with exercising your Personal Data rights please submit a request by email to [privacy@nice.com](mailto:privacy@nice.com)

## **Contact Us**

For questions or assistance with this Privacy Notice please submit a request by email to [privacy@nice.com](mailto:privacy@nice.com)

BY USING THE CLOUD SERVICES YOU SIGNIFY YOUR ACCEPTANCE OF THIS PRIVACY NOTICE. IF YOU DO NOT AGREE YOU MAY NOT USE THE CLOUD SERVICES. We reserve the right to update this Privacy Notice at any time. Your use of the Cloud Services after the last date of modification indicates your agreement to any changes.