

DATA PROCESSING INSTRUCTIONS APPLICABLE TO VERINT SOLUTIONS

Solution Categories:	Workforce Engagement	Experience Management	Digital-First Engagement	Fraud & Security Solutions
Processing Activity: Support	Support may be provided by Verint in accordance with Verint's Support Plan and may be provided either in the context of on-premise installation of Verint Software or Hosted Services. The Agreement and Order will set out the applicable level of Support and how Support is provided. When providing Support, Verint may be required by Customer to Process Personal Data or may access and/or receive Personal Data when providing Support on a case-by-case basis as may be permitted by the Customer. Personal Data is not accessed and/or received in every service Support case because some errors can be analysed and rectified without such access if the background to the error is known. Depending on the specific support issue, Verint Affiliates (listed below) or authorised third-party vendors may be involved in order to provide Support and therefore an international transfer of Personal Data may occur.			
Processing Activity: Professional Services	If, as part of an Order, Customer requires Verint to perform Professional Services to assist in deployment of a Verint solution (whether on-premise or Hosted Services) or application managed services or consulting services, then Verint may be required by Customer to Process Personal Data as part of this engagement.			
Processing Activity: Hosted Services	In these instructions, Hosted Services shall include the following Verint platforms: SaaS Services, Verint Connect, other Verint on-line portals and other Verint provided hosted services.			
Data Subjects	Customer will determine how Verint solutions will be used to its benefit and Customer acknowledges that in relation to Processing operations, Verint has no control over the submission of any Data Subject's Personal Data and that the scope design of the data to be submitted for Processing is at all times under the control of Customer. Except for the Processing permitted in connection with the provision Hosted Services, Support and Professional Services Verint is not involved in any other Processing activities. Verint has no control over the submission of any Data Subject's Personal Data and that the scope design of the data to be submitted is at all times under the control of Customer. All Processing undertaken by Verint will be subject to the terms of the Agreement and the data processing agreement to which these instructions form a part. Typical data subjects associated with Processing activities are : employees, clients, customers and suppliers of Customer. Employees or contractors of Customer who contact Verint's technical support facilities in connection with Support and use of Hosted Services.			
Categories of Personal Data	Customer's <u>employee/agent categories</u> : name, business contact details, department, ID number, employment scheduling, skills, performance, system usage, call durations, email address, job title, login credentials. Customer's <u>end-user or consumer categories</u> : name, email address, contact telephone number, contact history, account or other identifying number, date of birth. Actual categories of Personal Data Processed by Verint will be configured by Customer or in accordance with Customer's instructions to Verint.			
Special Categories of Personal Data	Verint's solutions do not typically Process special categories of Personal Data and Customer may determine that such categories will be Processed by Verint. Customer should inform Verint of this intention to include special categories of Personal Data for Processing. If ordered by Customer, Verint's voice biometrics solutions will involve the Processing of biometric data associated with relevant voiceprints.			
Duration of Processing	<u>Support & Professional Services</u> : Personal Data is processed only for as long as is necessary to provide the particular Support and/or Professional Services. <u>Hosted Services</u> : Personal Data is stored for the duration of the provision Hosted Services and is deleted or returned to Customer as set out in the data processing agreement or as otherwise amended or deleted by Customer.			
Verint Affiliates as Subprocessors	The following list of Verint Affiliates may be considered Subprocessors in circumstances set out in this table and may provide technical support services, project related services, back office systems, data transfer and storage, and backup and disaster recovery services: <u>EMEA</u> : Verint Systems UK Ltd, UK; Verint Netherlands BV, Netherlands; Verint Systems GmbH, Germany; Verint Systems SAS, France; Verint Systems Belgium NV, Belgium; Verint Systems Kft., Hungary; Verint Systems DOOEL, North Macedonia; and Verint CES Ltd., Israel. <u>Americas</u> : Verint Americas Inc., USA; Verint Witness Systems S.A. De C.V., Mexico, Verint Brasil Ltda, Brazil <u>APAC</u> : Verint CES India Private Limited, India; Verint Systems (Asia Pacific) Limited, Hong Kong, including its operations in Jakarta, Indonesia, Verint Systems (Australia) Pty Ltd., Australia.			
Non-Affiliate Subprocessors: Hosted Services	Hosted Services may involve the appointment of a third-party Subprocessor and Verint's primary Subprocessors are identified below for the named Verint solutions and information on their hosting locations is provided at the relevant link:			
	Hosting Provider	Workforce Engagement	Experience Management	Digital-First Engagement
	AWS Hosting Locations	Yes	Yes	Yes
	Microsoft Azure Hosting Locations	Yes	Yes	Yes
	Google Inc. Hosting Locations	Yes	Yes	Yes
Subprocessors: Speech and Text Analytics Language Models only (non-Verint affiliate unless specified)	Name of sub-processor		Nature of Processing	
	Appen Ltd		Transcribing or analysing Customer Data	
	Transperfect		Transcribing or analysing Customer Data	
	MGS Language Services		Transcribing or analysing Customer Data	
	BPA Corporate Facilitation Limited (affiliate)		Transcribing or analysing Customer Data	