

Biometric Information Policy

Verint Systems Inc. and its affiliates (“**Verint**”) have adopted this Policy to establish the guidelines for the collection, use, safeguarding, storage, retention and destruction of Biometric Information (defined below) collected by Verint for the purposes of Verint administered product demonstrations and testing of Verint’s voice biometrics products.

This Policy does not apply to biometric information created, collected, stored or otherwise processed by or on behalf of organizations pursuant to or in connection with the use of any Verint product, or the delivery of support or professional services pursuant to a license, software-as-a-service or other services agreement entered into between an organization and Verint. Organizations that subscribe to or license Verint offerings (“**Customers**”) are required to comply with their obligations under applicable laws and regulations when using Verint technologies and services, including but not limited to, providing any requisite notices and obtaining any requisite consents in relation to the collection, use, disclosure, creation, retention, destruction and other processing of biometric data.

Verint does not perform or control the collection or retention of Customer biometric data. Rather, Customers collect such data through their use of the services, and may either store the data at the Customer controlled site or on a secure platform made available by Verint to the Customer. This data is used by the Customer for its own purposes.

Definitions

“**Biometric Information**” means voiceprints and other biometric information collected and stored by or on behalf of Verint for the purposes of product demonstrations or testing performed by Verint.

“**Industry Standards**” means generally accepted and reasonable standards applicable to Verint’s industry. Industry Standards can include in part or in whole frameworks published by the National Institutes for Standards and Technology (NIST), International Organization for Standardization, ISACA, Payment Card Industry Security Standards Council and other internationally recognized standards organizations.

Policy:

- This Policy supplements Verint’s [Privacy Policy](#) in respect of the processing of Biometric Information.
- Verint will only collect and use Biometric Information in accordance with all applicable law.
- Verint will store, transmit, and protect from disclosure all Biometric Information using appropriate technical and organizational measures that conform to Industry Standards and in the same manner as Verint stores, transmits, and protects other confidential and sensitive information.
- Biometric Information will **not** be retained by or on behalf of Verint for a period longer than the earlier of the date **(a)** that the initial purpose for collecting or obtaining the Biometric Information has been satisfied, or **(b)** three years from the individual’s last interaction with Verint. Individuals may request that Verint permanently delete their Biometric Information earlier by submitting the form accessible in the Contact Us section of Verint’s Privacy Policy. A shorter maximum retention period may apply in some circumstances.
- Verint will permanently destroy Biometric Information in accordance with Verint’s data destruction procedures, which are consistent with Industry Standard destruction methods.
- Verint will ensure that this Policy is accessible to all individuals via the link within [Verint’s Privacy Policy](#), published on [Verint.com](#).
- Information on the data subject’s rights and how to exercise such rights are set out in [Verint’s Privacy Policy](#).
- Verint will periodically audit its compliance with this Policy.
- Verint will review and update this Policy as necessary to comply with applicable law.

Last revised: September 2020

