

DATA PROCESSING INSTRUCTIONS APPLICABLE TO ALL VERINT SOLUTIONS

Solution Categories	Workforce Engagement	Experience Management	Self-Service	Fraud and Compliance										
Processing Activity: Support 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 issue, Verint Affiliates (listed below) or third-party vendors may provide Support and therefore an international transfer of Personal Data may occur.														
Processing Activity: Professional Services Customer will determine how and why the product will be used to its benefit which may include the frequent or infrequent use of Personal Data. Customer acknowledges that in relation to these Processing operations, Verint has no control over the submission of Data Subject's Personal Data and that the design of the data to be submitted to Verint's Hosted Subscription Services is at all times under the control of Customer. Except for the storage of the data within the Hosted Subscription Services (and the provision of Support, if applicable, described above), Verint is not involved in any Processing activities associated with this use of the product. If, as part of an Order, Customer requires Verint to perform Professional Services to assist in deployment of the product or application managed services during the Term, then Verint may be required by Customer to Process Personal Data for those purposes.														
Processing Activity: Hosted Subscription Services (Only applicable if Hosted Subscription Services are provided to Customer)														
Categories of Personal Data	<ul style="list-style-type: none"> ▪ <u>Customer's employee/agent categories</u>: name, title, contact details, department, ID number, employment scheduling, skills, performance, system usage, call durations, email address, job title, login credentials and contact telephone number. ▪ <u>Customer's end-user or consumer categories</u>: name, email address, contact telephone number, contact history, account number, ID/CRM, date of birth, passport number, driver's licence number, gender, nationality, tax or other government identification number. Additional Categories of Personal Data may be provided by Customer either as part of a Support request or through Customer's use of Hosted Subscription Services.													
Special Categories of Personal Data	As Additional Categories of Personal Data may be provided by Customer either as part of a Support request or through Customer's use of Hosted Subscription Services it is possible that from time-to-time Customer instructs Verint to Process Special Categories of Data. Verint's products do not typically process Special Categories of Personal Data however Customer may determine that such categories will be Processed. Where applicable, Customer must inform Verint of this intention prior to conducting the Processing. If ordered, Verint's Voice Biometrics products involve the Processing of biometric data associated with Customer's end-user or consumer voiceprint.													
Data Subjects	Employees, clients, customers and suppliers of Customer. Employees or contractors of Customer who contact Verint's technical support facilities. Customer determines which Data Subjects form part of the Processing and therefore these categories may change depending on Customer's use of the product.													
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>SaaS</u> : Personal Data is stored for the duration of the Services and is deleted or returned to Customer as set out in the data processing agreement or as otherwise amended or deleted by Customer during the Access Term.													
Verint Affiliate(s) as Subprocessors	The following non-exhaustive 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; Verba Technologies 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 Witness Systems Software, Hardware E Servicos Do Brasil Ltda, Brazil <u>APAC</u> : Verint Systems (India) Private Limited, India; Verint Systems (Asia Pacific) Limited, Hong Kong, including its operations in Jakarta, Indonesia, Verint Systems (Australia) Pty Ltd., Australia.													
Third-Party Subprocessors: Hosted Subscription Services (Only applicable if Hosted Subscription Services are provided to Customer)	Hosted Subscription Services may involve the appointment of a third-party Subprocessor. Verint's primary Third-Party Subprocessors are identified below and information on their hosting locations is provided at the relevant link: <table border="1" style="width: 100%; text-align: center; margin-top: 10px;"> <thead> <tr> <th>Hosting Provider</th> <th>Workforce Engagement Cloud</th> <th>Self-Service Cloud</th> <th>Experience Management Cloud</th> <th>Fraud & Compliance</th> </tr> </thead> <tbody> <tr> <td>AWS Hosting Locations</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> </tr> </tbody> </table> This table is not exhaustive and Hosted Subscription Services may be hosted by a different third-party Subprocessor. Information relating to other hosting scenarios applicable to product(s) either listed or not listed in this table can be requested from your Verint Account Manager.				Hosting Provider	Workforce Engagement Cloud	Self-Service Cloud	Experience Management Cloud	Fraud & Compliance	AWS Hosting Locations	X	X	X	X
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