VERINT

DATA PROCESSING INSTRUCTIONS ("DPI")

These DPI form part of the Data Processing Agreement ("DPA") entered into between Customer and Verint and is incorporated by reference therein and shall apply only to the processing of Personal Data undertaken by Verint.

In the event of any conflict between the provisions of these DPI and the main body of the DPA, the terms of these DPI shall prevail solely with respect to the processing instructions herein. All capitalized terms herein shall have the meaning assigned within either the Agreement, the DPA or the Order. In the event of any conflict between the provisions of these DPI and the provisions of the Order, the Order shall prevail.

Subject matter of processing	Verint is engaged by Customer to provide services subscribed which require the processing of Personal Data.
Nature and purpose of processing	Nature: Verint will perform processing activities in relation to the Personal Data, including but not limited to: • Collection • Recording • Storage • Organisation and structuring • Access and viewing • Retrieval • Transmission • Disclosing • Altering or amending • Deletion, and/or • Using each in accordance with Customer's instructions. Purpose: processing of Personal Data in order to meet Verint's obligations to Customer under the Agreement pursuant to an Order. Except as is necessary in order to perform Verint's obligations under the Agreement, the processing of Personal Data is incidental to the provision of Verint's services and shall be subject always to Customer's instructions, the provisions of the Agreement and the DPA.
Data Subjects	Any Data Subject whose Personal Data is submitted by Customer or Customer Personnel to Verint in connection with Verint providing services to Customer, including but not limited to: • Employees, agents, representatives and other staff of Customer for the purposes of the administration of the Agreement; • Employees, agents, representatives and other staff of Customer who use Verint's services; and • End users, consumers, clients, policy holders of Customer whose Personal Data features in content uploaded into the SaaS Service or accessible by Verint due to the nature of the core business activity of Customer.
Categories of Personal Data	Further information regarding the actual categories of Personal Data may be set out in further detail in the Order and the following is a non-exhaustive list: • Name, business contact details (email and telephone number) job title, contact history; • Name, business contact details (email and telephone number) job title, contact history, department, ID number, employment scheduling, skills, performance, system usage, call durations, email address, job title, login credentials; • Name, department, employee ID number, employment scheduling, skills, performance, system usage, call durations, email address, job title, login credentials; • Other categories due to the core business activity of the Customer; Customer allocated ID number, CLI number, IP address; • Other categories used where Customer utilizes Verint identification authentication services deployed to verify Customer Personnel who are authorized to access the SaaS Services and/or Verint enabled portals; e.g., Customer allocated user name, registered login ID, IP address, ANI number, MAC address of mobile devices.
Special Categories of Personal Data	Verint's services do not typically involve the processing of special categories of Personal Data (Personal Data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation) save to the extent that Customer may determine that such categories will be processed by Verint, by including such instructions for processing within the specific Order for which special category data may be processed.
Duration of processing	The term or duration of the Agreement, plus the period from expiry or termination of the Agreement until deletion by Verint of all Personal Data.
Verint Affiliates as Subprocessors	The following list of Verint Affiliates are Subprocessors: EMEA: Verint Systems UK Ltd, UK; Verint Systems Ireland Limited, Republic of Ireland; 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, Verint Systems PTY Ltd Republic of South Africa. U.S.A.: Verint Americas Inc., USA; CALA : Verint Witness Systems S.A. De C.V., Mexico; Verint Brasil Ltda, Brazil APAC: Verint CES India Private Limited, India; Verint Systems (Australia) Pty Ltd., Australia.

Subprocessors: **Hosted Environment**	The provision of SaaS Services may require the appointment of one of the Subprocessors named below to provide the relevant Hosted Environment:			
	Verint Region	**AWS Cloud Principal Datacenter Location**	**Microsoft Azure Cloud Principal Datacenter Location**	**Google Cloud Principal Datacenter Location**
	Americas	US-EAST/WEST	East US / West US	US East 4 / US West 1
	APAC	Sydney	Australia East	Australia-southeast1
	EMEA – EU	Frankfurt	France Central (Paris)	Europe-west3 (Frankfurt)
	EMEA – UK	London	UK South (London)	Europe-west2 (London)

Subprocessors: **Identity Authentication Services**	The provision of SaaS Services may require the appointment of one of the Subprocessors named below to provide the relevant identity authentication services to access the SaaS Services. Data Subjects whose Personal Data may be processed by these Subprocessors include:		
	• Customer Personnel authorized by Customer to use Verint's SaaS Services		
	Verint Region	**Okta Inc Secure Gateway Principal Datacenter Location**	**Microsoft Azure Secure Gateway Principal Datacenter Location**
	Americas	Standard Service - USA	East US / West US
	APAC	APAC Cell Australia / Singapore	Australia East
	EMEA – EU	EU Cell Germany / Ireland	France Central (Paris)
	EMEA – UK	EU Cell Germany / Ireland	UK South (London)

Subprocessors: **Other**	**Name and Type of Sub processor**	**When Used**	**Nature of processing**	**Location of processing**
	Transperfect: Speech and text analytics natural language services	When engaged to perform LAC services	Manual transcribing or analysing of Customer Data	Verint Hosted Environment

(REVAPR2025)