8x8, Inc. Privacy Policy Covering Customers

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I. Introduction

This document is 8x8's privacy policy that covers existing 8x8 customers. 8x8 respects the privacy of its existing and prospective customers. This privacy policy describes how we collect and use information we receive from existing customers.

Existing customers are those that have entered into an agreement to receive 8x8's products and services.

This policy does not cover prospective customers (e.g., businesses that have not yet entered into an agreement to receive 8x8's products and services). 8x8 has a separate privacy policy that covers prospective customers. For 8x8's privacy policy that covers prospective 8x8 customers, click here.

8x8, Inc. is committed to respecting our customers' and prospective customers' privacy. Once you choose to provide personally identifiable information, it will only be used in the context of our customers' and prospective customers' relationships with 8x8. Except as noted below, 8x8 will not sell, rent, or lease your personally identifiable information to others. 8x8 will only share the personal data you provide with other 8x8 entities and/or business partners who are acting on 8x8's behalf to provide you services, as described and limited below. These 8x8 entities and/or national or international business partners are governed by 8x8's privacy policies with respect to the use of this data.

8x8 complies with the United States-European Union Safe Harbor Framework and United States-Swiss Safe Harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information from European Economic Area member countries and Switzerland. 8x8 has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement. To learn more about the Safe Harbor program, and to view our certification page, please visit http://www.export.gov/safeharbor/.

II. Who We Are

8x8, Inc. offers voice, video, mobile, and unified communications solutions for businesses of all sizes. In specific, 8x8 offers a portfolio of SaaS and IaaS solutions

encompassing hosted communications services, contact center, unified communications, video web conferencing, managed dedicated hosting, virtual private servers and more. 8x8 has been delivering cloud services since 2002. 8x8 customers include small to medium-sized businesses, distributed enterprise organizations and government agencies.

III. Our Contact Information

8x8 is located at 2125 O'Nel Drive, San Jose, CA 95131. If you have any questions about 8x8's privacy policies or wish to submit a complaint to 8x8 concerning its privacy practices, please contact 8x8 by email sent to: privacypolicy@8x8.com or by mail to the address in Section XII below. For any questions, concerns, or complaints that cannot be handled by 8x8 itself, please contact your local data protection authority.

IV. Providing Notice to Customers

The purpose of this Privacy Policy is to inform customers about the kinds of information 8x8 collects about them, how it collects that information, the purposes for which it uses information about them, how to contact 8x8 with any inquiries or complaints, the types of third parties to which it discloses the information, and the choices and means 8x8 offers individuals for limiting its use and disclosure. 8x8 notifies customers about this Privacy Policy and 8x8's privacy practices when customers are first asked to provide personal information to 8x8, or if 8x8 may use such information for a purpose other than that for which it was originally collected.

V. Information We Collect and How We Collect It

At the time a business becomes a customer, 8x8 may already have collected information about that business when it was a prospective customer.

We gather information from prospective customers through a variety of ways, online and through offline communications, which include in-person meetings, web forms, emails, and phone calls. We collect contact information from representatives of our prospective business customers, such as name, company name, address, email address, and telephone number. As we communicate with these representatives, we may gather additional information from them, such as the potential customer's industry or revenues. We may also use data-appending methods to gather additional information, such as by reviewing biographical information posted by these representatives on the Internet. We also gather information about representatives' communications preferences.

In addition, we gather information based on prospective customers' systems and behavior in viewing our website pages and files on our website, including what pages or files are viewed, when users view them, the time spent on each page, browser and operating system, Internet Protocol address, the domain associated with that address, and location. We also collect information based on prospective customers' behavior in opening and viewing emails, such as whether a user opens an email and how long it is viewed. We collect information about prospective customers' behavior on our website and in viewing of emails by logging it and the use of beacons.

Finally, 8x8 gathers information from users of its website. 8x8 uses cookies to gather information from visitors. We use this information to analyze how visitors use our website and to better match their experience with our website with their interests. 8x8 also gathers information concerning the search terms that website visitors have used to reach our website.

After a prospective customer becomes a customer, we continue to maintain the information collected during the time in which it was a prospective customer. We also collect additional information from prospective customers that become customers using the means we describe above.

For instance, once prospective customers enter into a service agreement with 8x8, we collect and maintain information about customers' agreement with 8x8, payment information, and information about individual transactions. Also, we collect information needed to deliver online services, support, and training to customers. For example, we gather information to register customers to use our services, such as a user name and password for each individual account.

Calls with 8x8's Sales, Customer Service and other 8x8 employee groups may be recorded to gather information to improve customer service. However, 8x8's policy is that no call or conversation will be recorded unless all those involved in the call have been made aware in advance that the call is going to be recorded. Customers have the options of stating their consent to be recorded, implying consent by staying on the call, or opting out by asking that their call not be recorded or just hanging up.

Moreover, we collect information that you or others provide to us in connection with your use of our services. Examples include phone numbers you dial or provide to our services, service set-up information, service configurations and settings, recorded calls, messages, and meetings, voicemails, incoming and outgoing faxes, user-saved or stored content shared among users, email and text communications, and call center customer information you provide to us. Our systems also generate reports and information stored on your account. We maintain this system-generated information in connection with your account.

Children are not eligible to use 8x8's website and services, and we ask that minors (under age eighteen) not submit personally identifiable information to us.

VI. Customer Choice

You have the option of setting certain communications preferences. For instance, when we collect information from you, you have the option of telling us that you do not want us to use the information you give us for further marketing contact. All electronic communications offer an opt-out option.

VII. Sharing and Transfer of Information (Onward Transfer)

Some information that we collect and store under this policy may be in the possession

of third parties that we use for the delivery of 8x8's products and services and data processing. We require these third parties to protect that information with the same privacy and security controls that apply to our own collection, storage, and use of the information. Where required by the Safe Harbor framework, 8x8 will not undertake any cross-border transfer of information to a third party unless the third party has certified its commitment to adhere to the Safe Harbor framework or 8x8 enters into a written agreement with such third party requiring that the third party provide at least the same level of privacy protection as is required by the relevant Safe Harbor principles. For instance, these third parties have agreed to keep the stored information confidential and to not use or disclose that information without our authorization.

We reserve the right to share or transfer your information in connection with a future or actual sale, merger, reorganization, or other transfer of our business (including under bankruptcy proceedings). We also may share or disclose your information if we receive a request or demand for such information in the form of:

- A court order to disclose such information;
- What we believe (in our sole discretion) is lawful process in a criminal investigation or proceeding, such as a search warrant, subpoena, or court order;
- Judicial or administrative process in civil proceedings, such as subpoenas or discovery requests; or
- A national security letter or similar request from any state or federal law enforcement agency.

We have no obligation to notify you of the receipt of such a request or demand.

We also reserve the right to share or transfer your information if we believe (in our sole discretion) that such sharing or transfer is required under applicable law.

Finally, we reserve the right to share any information that is not personally identifiable information, such as aggregated information without personally identifiable elements and any de-identified or anonymized information. For instance, as a publicly traded company, 8x8 is required to file numerous reports with different administrative bodies. When we do so, 8x8 may provide aggregate statistics about customers, sales, and traffic patterns. None of these reports or statistics will include personally identifiable information.

Except as set forth above, it is 8x8's policy not to share with third parties any information that we collect under this policy without your permission. 8x8's business does not include selling or renting any lists of customers, prospective customers, or their representatives.

VIII. How We Use the Information We Collect

We use the information collected from customers to complete transactions with us, such as by billing the customer. We also use contact and transactional information to deliver equipment and other products purchased by the customer. In addition, we provide online services and control access to these services, with information such as

user names and passwords.

More generally, 8x8 uses the information collected from a customer to deliver the products or services purchased by the customer. For instance, the information we collect enables us to deliver to customers SaaS and IaaS solutions encompassing hosted communications services, contact center, unified communications, video web conferencing, managed dedicated hosting, virtual private servers, and other services.

Also, we use the information we collect in order to communicate with our customers and offer them other products and services. We may also use gathered information to communicate with customers in order to respond to their inquiries and provide training and support. We may communicate with customers' representatives by electronic communications, such as emails, newsletters, and white papers; postal mail; and phone calls.

We also reserve the right to use information we collect to investigate and help prevent unlawful or potentially unlawful activity that threatens either 8x8, any company affiliated with 8x8, or any of our respective customers.

We retain information about former customers until we delete their information under our document retention and deletion practices.

IX. Security: How We Safeguard the Information We Collect

8x8 uses industry-standard administrative, technical, and physical safeguards to protect the confidentiality of the information we collect under this policy from security threats that we reasonably can anticipate. 8x8's security safeguards protect the confidentially, integrity and availability of information collected under this policy to assure its reliability for its intended use and to protect it from loss, misuse, and unauthorized access, use, disclosure, alteration, or destruction.

X. Data Integrity and Your Ability to Access or Change Information

8x8 uses information collected under this policy for the purposes for which it has been collected, as described in more detail in Section VIII above. In addition, 8x8 implements practices to ensure that such information is accurate, complete, and current, including the procedures below that allow you to access or change information about you in our possession.

If you wish to access the information we have on file for you, or to change, add to, or delete information about you, please use your account on 8x8's website or the 8x8 application.

If you have questions about the information we have on file for you please email us at: privacypolicy@8x8.com.

XI. Access

Through its services and application, 8x8 provides you with access to information 8x8 has collected. For instance, you can view information about you by using your account on 8x8's website or the 8x8 application, or sending email to: privacypolicy@8x8.com. After viewing such information, you can change, add to, or delete such information, as discussed in Section X.

XII. Enforcement

In compliance with the US-EU and US-Swiss Safe Harbor Principles, 8x8 commits to resolve complaints about your privacy and our collection or use of your personal information. Citizens of the European Economic Area or Swiss citizens with inquiries or complaints regarding this privacy policy should first contact 8x8 at privacypolicy@8x8.com or by mail at:

8x8, Inc.
2125 O'Nel Drive,
San Jose, CA 95131, USA
Attention: Privacy

8x8 has further committed to refer unresolved privacy complaints under the US-EU and US-Swiss Safe Harbor Principles to an independent dispute resolution mechanism, the BBB EU SAFE HARBOR, operated by the Council of Better Business Bureaus. If you do not receive timely acknowledgment of your complaint, or if your complaint is not satisfactorily addressed by 8x8, please visit the BBB EU SAFE HARBOR web site at www.bbb.org/us/safe-harbor-complaints for more information and to file a complaint.

XIII. Legal Terms

Your purchase of products and services from 8x8 is subject to the terms of an agreement between you and 8x8. This Privacy Policy is an integral part of that agreement.

Subject to those terms, your use of the 8x8 website is subject to the terms of this Privacy Policy Covering Customers and the 8x8 Terms and Conditions (Terms and Conditions) linked here.

8x8 reserves the right to make changes to this policy from time to time. Please check back when you use the website or communicate with 8x8 to ensure that you continue to agree with its terms. Your continued use of 8x8 services or of the website or continued communications with 8x8 via the website indicates that you continue to agree to the Terms and Conditions and this Privacy Policy Covering Customers, as 8x8 amends them from time to time.