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1. Overview

If you are a California resident, you have rights under the California Consumer Privacy Act of 2018 (CCPA).

This California Privacy Policy ("Statement") was last updated March 27, 2024 and provides information about how we collect, use and disclose California residents' personal information, and instructions on how to exercise the rights granted by the CCPA. This California Privacy Policy does not reflect our processing of California residents' personal information where an exception under the CCPA applies or where they are part of our workforce.

2. Information We Collect and How We Use the Information

To support your use of this website and any other of our online services that includes a link to this Statement (our "Services"), your visits to a Concentrix facility or event, your relationship with Concentrix, or your use or consideration of our products and services, we may have collected and disclosed, for a business purpose, information from you from the following categories and for the following purposes, in the last twelve months:

Data collected and used when you visit our website, facilities or events

When you visit our website we will generally collect the following website data that results from your usage of the website: browser type and version, operating system used, website from which you are visiting us (referral URL), date and time of accessing our website, internet protocol (IP) address. This information, including your IP address, will be used to enable your access to our website, to safeguard and maintain the security and functionality of our website and related services.

We also collect information about your activities during your visit in order to personalize your website experience, such as recording your preferences and settings, and to collect and use your information on an aggregated and anonymized basis to help us improve and further develop our website, and to improve the products, services and advertising campaigns of Concentrix and Concentrix's subsidiaries and affiliates.

When you register to visit a Concentrix facility or event we will generally collect information similar to the information we collect when you visit our website, such as your name, email address, phone number, company and, if applicable, the name of the Concentrix employee you are visiting in order to confirm your purpose for accessing the facility or event and to enforce Concentrix's security, safety and facilities policies. We also use video cameras to monitor our facilities for security and safety purposes.

Marketing and requests for information about Concentrix and its solutions

With regard to certain content on this website concerning Concentrix, and its products and services (such as brochures, cases studies, fact sheets, guides, videos, webinars infographics and other information concerning Concentrix's products and services), we may request certain information pertaining to you before you can access such content. If you send us such a request or otherwise contact us (e.g., by using an online form) we may collect and process the following personal information about you: name, company, job title, email address and phone number), details on services or products you are interested in, and any further information you choose to provide to us in a "comments" fields, or in an email or similar communication to Concentrix. We may use this information to correspond with you, to provide you with the requested information or to process an order. Note that this information may also be transferred to the appropriate recipients described in the below section captioned "Disclosures of Personal Information". You can also consent to receive marketing information. You may choose to opt-out of receiving future e-mail or mailings by following Concentrix's unsubscribe procedure described below.

When you register for a webinar or other event, we may collect information (online or offline) in relation to the event, and during an event, such as participation in sessions and survey results. We combine the personal information we collect to develop aggregate consumer information that provides analysis and business intelligence for conducting our business and for marketing purposes. You can choose to receive information by email or telephone about our products and services, or sign-up for subscriptions.

The information we collect includes personal information defined by the CCPA as:

- **Identifiers** such as name, IP address, email address, and cookie identifiers
- **Commercial information** related to products or services you purchased or considered purchasing, and your purchasing histories or tendencies
- **Internet activity** information concerning your interactions with our website.
- **Electronic, visual, or similar information** concerning video monitoring of individuals in our facilities.
- **Professional information** such as your employer's name and your job title
- **Inferences** reflecting your preferences as they relate to our products and services

General Purposes for Which We Use Personal Information

We may also generally use personal information we collect for the following purposes:

- **Services and Support.** To provide and operate our Services, communicate with you about your use of the Services, provide troubleshooting and technical support, respond to your inquiries, fulfill your requests, communicate with you, and for similar service and support purposes.
- **Authentication.** To authenticate or confirm your identity.

- **Research and surveys.** To administer surveys and questionnaires, such as for market research or member satisfaction purposes.
- **Security and protection of rights.** To protect the Services and our business operations; to prevent and detect fraud and misconduct; where we believe necessary to protect our rights, those of stakeholders or any third party; to act against illegal activities, suspected fraud, potential threats to the safety or legal rights of any person or third party, or violations of our Online Services Terms and Conditions of Use available at https://www.concentrix.com/wp-content/uploads/2024/03/Concentrix-Website-Terms-of-Use_032624.pdf or other contracts between you and us.
- **Compliance and legal process.** To comply with the law and our legal obligations, to respond to legal process and to initiate or defend against legal proceedings.
- **General business and operational support.** To consider and implement mergers, acquisitions, reorganizations, and other business transactions, and related to the administration of our general business, accounting, auditing, compliance, recordkeeping, and legal functions.

We delete, erase or anonymize personal information after we no longer need it to fulfil the purposes for which we collected it. We do not use or disclose "sensitive personal information" as the CCPA defines this term for purposes other than those specified in § 7027(m) of the CCPA Regulations.

Deidentified Data

Where Concentrix processes data which cannot reasonably be linked to an identified or identifiable natural person "deidentified data", or a device linked to such person, Concentrix will maintain and use the information in deidentified form and not attempt to reidentify it.

3. Disclosures of Personal Information

We may disclose personal information about you to our subsidiaries, affiliates, vendors, and contractors to help us provide you, or the company you work for, products or services, or to operate our Services and fulfill your requests. Depending on the categories of personal information and the purposes for which the personal information has been collected, Concentrix's subsidiaries, affiliates, vendors and contractors may receive your personal information on a need to know basis to fulfill the purposes discussed in Section 2 above.

Certain Concentrix advertising vendors of ours use cookies and similar technology through our Services to collect information about your interactions with our Services, along with your IP address and randomly generated cookie identifiers, to draw inferences about your preferences.

In certain circumstances, your personal information may be subject to disclosure to government agencies and other government instrumentalities pursuant to judicial proceeding, court order, or legal process. We may also disclose your personal information to protect the rights or property of Concentrix, our subsidiaries, affiliates, suppliers, clients, and others when we have reason to believe

that such rights or property may have been compromised. In case of a corporate merger or acquisition, personal information may be transferred to the third parties involved in the merger or acquisition for purposes of evaluating and possibly completing a merger or acquisition.

Sale and Sharing of Personal Information

When you use Concentrix's Services, certain vendors and contractors may be authorized to set cookies on your device and use similar tracking technologies and use this data for their own purposes. This activity may qualify as a "sale" under the CCPA, and qualifies as "sharing" when undertaken for cross-context behavioral advertising purposes. You can make choices to allow such uses or to prevent such uses by following the procedure outlined in the paragraph below captioned "Opt-Out of the Sale and Sharing of your Personal Information // Do Not Sell or Share My Personal Information". Depending on your choices, during the past twelve months, we may have "sold" or "shared" information within the following categories defined by the CCPA:

- **Identifiers** like IP address and cookie identifiers
- **Internet activity information** relating to your interactions with our Services
- **Inferences** about your consumer preferences

We do not have actual knowledge that we sell or share the personal information of California residents under 16 years of age.

4. Rights Relating to Your Personal Information

If you are a California resident, you have the following rights, subject to the conditions and exceptions set forth in the CCPA:

Know your Personal Information

You have the right to know what personal information Concentrix has collected about you, including the categories of personal information, the categories of sources from which the personal information is collected, the business or commercial purpose for collecting, selling, or sharing personal information, the categories of third parties to whom Concentrix discloses personal information, and the specific pieces of personal information Concentrix has collected about you. You may exercise this right by submitting a request through our webform [here](#) or by calling (toll free) 1- 833-780-9030.

Request Deletion of your Personal Information

You can request the deletion of the personal information that Concentrix holds about you by submitting a request through our webform [here](#) or by calling (toll free) 1-833-780-9030.

Request Correction of your Personal Information

You can request the correction of inaccurate personal information that Concentrix may hold about you by submitting a request through our webform [here](#) or by calling (toll free) 1-833-780-9030.

Opt-Out of the Sale and Sharing of Personal Information // Do Not Sell or Share My Personal Information

When you use Concentrix's Services, certain vendors and contractors may be authorized to collect cookies and similar technologies and may use this data for their own purposes. This activity may qualify as a "sale" under the CCPA, and qualifies as "sharing" when undertaken for cross-context behavioral advertising purposes. You can make choices to allow or prevent such uses. To opt-out of Concentrix making information relating to cookies, and similar technologies, available to third parties for their own purposes, you may use this link to [opt-out](#) of Concentrix making information relating to cookies, and similar technologies, available to such third parties. To opt-out, click "Revoke Cookies". If you choose to opt-out of Concentrix making such information available to third parties for their own purposes your choice to opt out will not affect your ability to interact with this website or restrict your access or use of any information or content on this website.

Concentrix's Unsubscribe Procedure

You may opt-out of receiving updates on Concentrix's products and services, newsletters and other promotional materials. You may also instruct Concentrix to not contact you in the future with respect to Concentrix or its products and services. You may exercise your rights under this unsubscribe procedure by following the procedure outlined in the below paragraph entitled "How to Contact Us".

Non-Discrimination

If you choose to exercise any of your rights discussed in this Section 4, we will not deny goods or services to you or provide a different quality of services.

Authorized Agents and Verification Procedures

You may designate someone as an authorized agent to submit requests to exercise your CCPA rights and act on your behalf. To do so, you must provide us with written permission to allow the authorized agent to act on your behalf. We will take steps to verify your or your agent's request by matching the information provided by you with the information we have in our records. In some cases, we may request additional information to verify your request or, where necessary, to process your request. If we are unable to adequately verify a request, we will notify the requestor.

How to Contact Us

Questions about this Statement or about Concentrix's use of your personal information may be submitted through our webform [here](#) or by calling (toll free) 1- 833-780-9030.

Policy ownership and document control

Policy ownership

Policy Name	CNX_POL_17 – California Privacy Policy
Version	V 2.1
Reviewer / Owner	<ul style="list-style-type: none">• Concentrix Global Security Document Governance Office• Concentrix Data Privacy and Protection Office
Document Change Approvers	<ul style="list-style-type: none">• Concentrix Data Privacy and Protection Office• Concentrix Global Security• Concentrix VP and General Counsel• Concentrix Human Resources, VP• Concentrix Information Systems and Information Security, SVP
Approval date	December, 2020

Major changes require the approval of the above personnel. Minor changes only require the approval of the Document Change Reviewers. Minor changes are those that affect cosmetic needs and clarifications, but not the overall structure/scope of the process.

Document control

Document Revisions	Version	Revision Date
Initial Documentation	0.1	December 2020
Annual Review	1.0	December, 2021
Policy Change to reflect regulatory changes from CPRA for Deidentified data.	1.1	January, 2023
Updated Branding	1.2	September, 2023
Annual Review - Updated policy provisions to strengthen policy to regulatory requirements based on external review	2.0	April, 2024
Updated Branding	2.1	April, 2024

Document Review Plan

This document will be reviewed at least annually or whenever necessary, as required to correct or enhance the information or content.