

RINGCENTRAL PRIVACY NOTICE

Last Updated: September 11, 2017

RingCentral, Inc. and its worldwide subsidiaries are committed to protecting your privacy. This Privacy Notice ("**Notice**"), ("**RingCentral**", "**us**", "**we**", "**our**") explains our privacy practices and provides information on how and why we collect, use and share your personal information when you visit our websites, available at www.ringcentral.com, www.ringcentral.com/ca/en/, www.ringcentral.com/gb/en/, <https://www.ringcentral.com/cn/zh/>, www.ringcentral.com/sg/en/ and its sub-domains ("**Website**"), our mobile application ("**App**") or use our unified cloud communications and collaboration platform ("**Plan Services**"). The policy also describes your choices regarding use, access and correction of your personal information.

INFORMATION WE COLLECT

Information which you provide to us

We collect information which our customers and users provide directly to us when they use our Website, App or Plan Services. The types of personal information we may collect directly from customers and users include email addresses, postal addresses, phone numbers, employee names, usernames, information about the type of service required, marketing preferences, job titles, credit card payment information, transactional information (including Plan Services purchased), as well as any contact or other information customers choose to provide for us to undertake the Plan Services.

When you provide personal information about a customer's or User's contacts, we will only use this information for the specific reason for which it is provided. If you believe that one of your contacts has provided us with your personal information and you would like to request that it be removed from our database, please contact us at privacy@ringcentral.com.

Information we collect automatically when you visit our Website or App or use our Plan Services

Usage information – We keep track of customer and user activity in relation to the Website, App or Plan Services, the configuration of their computers, and performance metrics related to their use of the Website, App or Plan Services. Log information – We log information about our customers and their Users when they use the Website or App including Internet Protocol ("**IP**") address, Internet Service Provider ("**ISP**"), browser type, referring/exit pages, the files viewed on our site (e.g., HTML pages, graphics, etc.), operating system, date/time stamp, and/or clickstream data to analyze trends in the aggregate and administer the site. Device information –

We collect your mobile phone number and other information related to your mobile device like its operating system and model if you use our Plan Services via our App. Information collected by cookies and other similar technologies – We use various technologies to collect information which may include saving cookies to Users' computers. Please see the RingCentral Cookies Notice for further information on this topic.

Information we collect from third parties

In the U.S. and Canada, we may collect the names, e-mail addresses, postal addresses and city of residence of individuals from third parties in order to market our products / services to these individuals. This collection of information and marketing is always carried out in compliance with applicable law.

We may receive personal information about you from other sources, including publicly available databases or third parties from whom we have purchased data, and combine this data with information we already have about you. This helps us to update, expand and analyze our records, identify new customers, and provide products and services that may be of interest to you.

INFORMATION WE USE

We may use the information we collect from customers and users for a range of purposes, including to:

- Provide, operate and maintain the Website, App or Plan Services;
- Process and complete transactions, and send related information, including transaction confirmations and invoices;
- Manage our customers' and users' use of the Website, App or Plan Services, respond to enquiries and comments and provide customer service and support;
- Analyze customers' and users' use of the Website, App or Plan Services for trend monitoring, marketing and advertising purposes;
- Prepare and provide customer and user testimonials regarding the Website, App and / or Plan Services;
- Improve the Website, App or Plan Services;
- Send customers technical alerts, updates, security notifications, and administrative communications;
- Investigate and prevent fraudulent activities, unauthorized access to the Website, App or Plan Services, and other illegal activities; and

- For any other purposes about which we notify and receive express consent from customers and users.

We and our third party marketing service providers may also use the information customers and users send to us for our marketing purposes, if this is in accordance with your marketing preferences and applicable law. However, you may opt out of our marketing. For further information, see the "*Unsubscribe from Our Mailing List*" section below.

SHARING AND DISCLOSURE OF INFORMATION TO THIRD PARTIES

We may share and disclose information we collect from customers and users with the following third parties:

- RingCentral or any of its worldwide affiliates consistent with this Notice for data processing;
- Business partners, contractors, vendors, and authorized third party agents, to:
 - enable us to provide our services;
 - provide your company with information about RingCentral products and services of potential interest to your company, where permitted by law; and
 - analyze and maintain RingCentral networks;
- Law enforcement agencies, regulatory or governmental bodies, or other third parties in order to respond to legal process, comply with any legal obligation; protect or defend our rights, interests or property or that of third parties; prevent or investigate wrongdoing in connection with the Website, App or our Plan Services; and
- Any third parties in connection with a prospective or actual sale, merger, acquisition, financing or reorganization of all or parts of our business.

YOUR PRIVACY RIGHTS

Update and access to your information

Where we process personal information collected via our Website or App or via our Plan Services for our own account management, billing or marketing purposes and where required by applicable law, we provide individuals with the opportunity to access, review, modify, and delete any such personal information that was previously provided. You can send an email to privacy@ringcentral.com. We will respond within a reasonable time frame. If you make a request to access your personal information, we may charge you a fee where permitted by applicable law.

In general, when processing personal information to provide our Plan Services, we do so only on behalf of our customers and in accordance with their instructions. This means that if you wish to access, review, modify or delete any personal information we process on behalf of a RingCentral customer, you should contact that customer with your request. We will then help them to fulfill that request in accordance with their instructions.

Your Privacy Rights as a California Resident

If you are a California resident and receive RingCentral Plan Services or visit our Website or App solely as a private individual—in other words, not as the member or representative of a company or other organization—you may have the right to receive a free, yearly accounting of:

1. (1) information identifying each third party company to whom we may have disclosed, within the past year, personal information pertaining to you for that company's direct marketing purposes; and
2. (2) a description of the categories of personal information disclosed.

If you are a California resident who qualifies to receive such an accounting and would like to make one, please email privacy@ringcentral.com

Unsubscribe from our mailing list

You may at any time ask us to remove you from our mailing list by sending us an email at unsubscribe@ringcentral.com or by visiting <https://go.ringcentral.com/subscription-center.html?lang=en>, or by clicking "Unsubscribe" in any e-mail communications or push notification we send you. We will remove you from our mailing list in accordance with applicable laws.

To request that your phone number be removed from future sales calls, please email unsubscribe@ringcentral.com

THIRD-PARTY SITES

This Notice does not apply to, nor are we responsible for, the privacy, information or other practices of any third parties, including any third party operating any site or service to which the Website links including but not limited to social media sites. The inclusion of a link on the Website does not imply our endorsement of the linked site or service.

BLOGS AND FORUMS

Our Website offers publicly accessible blogs or community forums. You should be aware that any information you provide in these areas is public and may be read, collected, and used by others who access them and may remain on the public forum indefinitely. To request removal of

your personal information from our blog or community forum, contact us at privacy@ringcentral.com. In some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why. We encourage all users to exercise caution when providing personal information in blogs and community forums.

SECURITY

Keeping your information secure is important to us. We maintain a variety of appropriate technical and organizational safeguards to protect your personal information both during transmission and once it is received. RingCentral has no control over or responsibility for the security or privacy policies or practices of other sites on the Internet you might visit, interact with, or from which you might buy products or Plan Services, even if you visit them using links from our Website.

Please note that no website, mobile app or service is completely secure and so, while we endeavor to protect our customers' information using the measures described above, we cannot guarantee that unauthorized access, hacking, data loss or a data breach will not occur.

DATA RETENTION

We will retain your personal information for no longer than is necessary to fulfill the purposes for which the information was originally collected unless a longer retention period is required or permitted by law, for legal, tax or regulatory reasons, or other legitimate and lawful business purposes.

INTERNATIONAL DATA TRANSFERS

Information collected outside the United States, including in the European Economic Area ("EEA"), may be transferred to the United States. Your information may be stored on our servers in the United States, Switzerland, and Netherlands, and potentially in other countries whose data protection laws may be different to the laws in your country. We will protect your information in accordance with this Notice wherever it is processed. In addition, RingCentral has self-certified to the EU-U.S. and Swiss-U.S. Privacy Shield Frameworks. Please [click here](#) to view our Privacy Shield Notice.

CHILDREN'S PRIVACY

RingCentral does not provide products or services that are designed for use by children under the age of 16, or knowingly collect personal information from or about children under the age of 16. If you believe that a child under the age of 16 has disclosed personal information to RingCentral, please contact privacy@ringcentral.com.

CHANGES TO NOTICE

If we change our Notice, we will post those changes on this page in addition to updating the "Last Updated" date at the top of this webpage. If we make material changes, we will notify you more directly, for example by posting a notification or message on the Website or by emailing you prior to such changes taking effect. We encourage you to review this Notice regularly to stay informed of the latest modifications.

CONTACT US

If you have any questions, comments or concerns about this Notice, please e-mail us at privacy@ringcentral.com. Or, you can write to us at:

RingCentral, Inc.
Attn: Legal Team
20 Davis Drive,
Belmont, California

RingCentral® Privacy Notice
Updated

The previous privacy policy is available at: https://www.ringcentral.com/gb/en/legal/privacy-policy_11282013.html