

Genesys Xperience 2022 Privacy Notice.

This privacy notice is applicable only to the processing of personal data supplied by data subjects when registering for the Genesys virtual Genesys Xperience conference 2022.

The controller of the personal data you provide when registering for the virtual Genesys Xperience conference is: Genesys Cloud Services, Inc. 2001 Junipero Serra Blvd, Daly City, California 94014, USA.

Genesys Cloud Services, Inc. has designated the following Genesys Affiliate as its representative in the European Union: Genesys Cloud Services B.V., Gooimeer 6-02, 1411 DD Naarden, The Netherlands.

The Genesys Data Protection Officer can be contacted at the following email address: dataprivacy@genesys.com.

Genesys will process your personal data for the following purposes:

1. Registering you for the virtual Genesys Xperience conference.

Genesys has identified the following legal basis for this purpose of processing:

- processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.

The legitimate interest for Genesys is that Genesys will be able to connect you to the virtual Genesys Xperience conference 2022. The legitimate interest for you is that you will be able to attend the virtual Genesys Xperience conference 2022.

2. Contacting you after the conference for feedback and regarding Genesys products and services.

Genesys has identified the following legal basis for this purposes of processing:

- the data subject has given consent to the processing of his or her personal data for one or more specific purposes;

Your personal data will be stored on IT systems hosted by third parties that Genesys has a contract with to provide software applications. These IT systems store data in the United States. Your personal data may also be viewed by employees of Genesys affiliate companies in any country where Genesys operates. If you attend a sponsor session or visit a sponsor booth, which is optional, your personal data will be shared with that sponsor.

A list of Genesys office locations can be found here:

<https://www.genesys.com/global-offices>

Some Genesys office locations, and the locations of some Genesys sponsors are in countries that the European Commission has determined as offering an adequate level of data protection (also known as an adequacy decision). A list of these countries can be found here:

https://ec.europa.eu/info/law/law-topic/data-protection/international-dimension-data-protection/adequacy-decisions_en

For Genesys office locations in countries where the European Commission has not provided an adequacy decision, Genesys has implemented appropriate safeguards through the signing of standard data protection clauses adopted by the Commission. These standard data protection clauses also apply to the third party hosted IT systems that Genesys uses to store your personal data and to the sponsors that Genesys will share your personal data if you attend a sponsor session or visit a sponsor booth.

You may request a copy of these appropriate safeguards by emailing dataprivacy@genesys.com

Your personal data will be retained according to Genesys data retention policies.

As a data subject, and considering the legal basis Genesys has identified for the processing of your personal data, you have the following rights:

- The right to access your personal data
- The right to rectification of your personal data (correcting any inaccuracies)
- The right to erasure (right to be forgotten) of your personal data
- The right to restriction of processing of your personal data
- The right to withdraw your consent to processing of your personal data
- The right to object to the processing of your personal
- The right to data portability of your personal data

To express one of the rights above please contact dataprivacy@genesys.com

You have the right to lodge a complaint with the relevant Supervisory Authority. For Genesys, the relevant Supervisory Authority is the Dutch Data Protection Authority

The Dutch Data Protection Authority contact details are:

Address: Autoriteit Persoonsgegevens, PO Box 93374, 2509 AJ DEN HAAG. The Netherlands.

Telephone number: (+31) - (0)70 - 888 85 00

Fax: (+31) - (0)70 - 888 85 01