

Privacy Statement for Unit4 Customer Engagement Tools

<p>This Privacy Statement applies to Unit4's processing of personal data through its customer engagement tools, including Community4U, Support4U, and University4U (the "Customer Engagement Tools"). The Customer Engagement Tools facilitate Unit4's interactions with its customers to support and improve the provision of Unit4's products and services. Unit4 Group Holding B.V. will act as the data controller in relation to personal data processed by and through the Customer Engagement Tools. All references in this Privacy Statement to "we", "us" and "our" shall be considered a reference to Unit4 Group Holding B.V. and/or all its affiliated entities. This Privacy Statement contains, inter alia, information regarding the purposes for which we process personal data, with whom we share your information and what rights you have in relation to your personal data.</p>	
The source of personal data	Unit4 will collect personal data through the Customer Engagement Tools, either directly from you or from other representatives of your organization.
For what purpose does Unit4 process your personal data?	<p>Unit4 uses personal data provided to the Customer Engagement Tools in order to manage the customer relationship lifecycle including supporting the provision of its products and services, by:</p> <ul style="list-style-type: none"> • providing a support ticketing system; • hosting forums for peer-to-peer support; • providing you with access to product know-how, documentation and best practice information; • collecting customer feedback; and • user management. <p>Unit4 may also use personal data to maintain and improve its products and services, including troubleshooting issues you report to us and conducting data analytics (including using AI tools).</p>
What categories of personal data do we process for this processing purpose?	Names, email addresses, telephone numbers, IT usage data (User IDs, roles, rights, log-in-times, PC names, IP addresses) and any other personal data you submit to the Customer Engagement Tools, including through support tickets or product forums.
Will we process special categories of data?	No.
On which legal basis do we rely to process your personal data?	We rely on our legitimate interests to process personal data collected through the Customer Engagement Tools. Unit4 has a legitimate interest in maintaining the customer relationship lifecycle by facilitating interactions with the users of its products and services in order to support and improve the provision of such products and services.
Recipients of the personal data: with which third parties does Unit4 share personal data?	<p>Unit4 uses third party service providers, some of which have AI features, to support the provision of the Customer Engagement Tools.</p> <p>Community4U is hosted by Gainsight, a third-party provider, and Support4U and user management services are provided via ServiceNow. University4U integrates with Docebo, a third-party learning management system, as well as Talent Management, a Unit4 SaaS solution.</p> <p>The Customer Engagement Tools use Okta for single sign-on for identity and access management.</p>
How long will the personal data be retained?	Unit4 does not store your personal data longer than is legally permitted and necessary for the purposes for which the data were collected. Unless retained for purposes specified herein, in general personal data collected through the Customer Engagement Tools will be retained until your or your employer's contract with Unit4 expires or is terminated, unless you request earlier deletion (see " Your rights as a data subject " below).
Processing / Sub-processing location	The Customer Engagement Tools are hosted on platforms within the UK/EU and some data may be processed (depending on the services) in other jurisdictions by third party sub-processors. More information is available on request.
Your rights as a data subject	<p>Depending on where you are based, you may have a number of rights set out in applicable laws. You can make a request for any and all of the following:</p> <ul style="list-style-type: none"> • To access and obtain a copy of your personal data; • To have updated any incorrect or incomplete personal data; • To delete / erase your personal data; • To restrict the processing of your personal data (in certain circumstances); • To request your personal data in a portable format; • To object to the processing of your personal data; and • To withdraw your consent (where the legal basis of processing personal data was based on consent). <p>To make such a request, please send an email to: privacy@unit4.com. You may also have the right to lodge a complaint with your local or national data protection regulatory or supervisory authority.</p>
Contact us	You may contact Unit4's Global Data Protection Officer at dpo@unit4.com .