

Welcome and thank you for your interest in AudioCodes Meeting Insights (together with AudioCodes affiliates and subsidiaries, “AudioCodes”, “We” or “Us”), our website (each “Site,” and collectively, the “Sites”), and all related downloadable software, mobile applications (including tablet applications), and other services provided by us and on which a link to this Privacy Policy is displayed, and all other communications with individuals through written or oral means, such as email or phone (collectively, together with the Sites, our “Service” or “Services”).

This Privacy Policy (“Policy”) describes the information that we gather on or through the meeting recording service (“Meeting Insights” or “MIA” or “Service”), how we use and disclose such information, and the steps we take to protect such information. By purchasing or using the Service, you accept the privacy practices described in this Policy.

This Policy is incorporated into and is subject to the Meeting Insights Terms of Service. Capitalized terms used but not defined in this Policy have the meaning given to them in the Meeting Insights Terms of Service.

We are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about our Policy or our practices with regards to your personal information, please contact us at [privacy@AudioCodes.com](mailto:privacy@AudioCodes.com).

In this Privacy notice, we describe our privacy policy. We seek to explain to you in the clearest way possible, what information we collect, how we use it, and what rights you have concerning it. We hope you take some time to read through it carefully as it is important. If there are any terms in this privacy policy that you do not agree with, please discontinue using our Services.

## Explanation of Service

AudioCodes Meeting Insights is an enterprise solution, designed specifically for the meeting-technology world. Meeting Insights enables users to record any meeting-generated content (both audio and content sharing) using Microsoft Teams, Skype for Business, or other environments. Meeting Insights provides a centralized company platform for all meetings, webinars and conference calls, offering an effective solution for capturing, retaining and sharing information and ideas company-wide. As part of the Service, MIA will create a Meeting Record which may include information about the meeting such as meeting subject, start and end time, meeting participants and invitees, recording of meeting audio and/or meeting desktop sharing, speakers and the time they spoke, meeting summary and more.

## We Collect Registration Details

When you register for a Meeting Insights account, we may ask you to complete our new account registration page where we will collect your name, email and password.

When the integration with an external identity provider is enabled, we may collect your name, email address, and additional attributes.

#### **Why We Collect It and How We Use It:**

- To validate your email address
- To validate your account
- To create and support your Meeting Insights account and provide you with the Service.

#### **We Collect Meeting Participants' Details**

We may collect yours and meeting participants' email, username, first name, last name, phone number from the meeting invitation, or when provided as part of the meeting's data from the communication platform, or when provided manually.

#### **Why We Collect It and How We Use It:**

- To inform you of the meeting recording statuses
- To identify you to the other participants in the meeting recording
- To enable you and meeting participants to search and find the Meeting Record created by the Service

#### **We Collect Actions**

We may collect actions you perform through the Services' portal and when you performed them.

#### **Why We Collect It and How We Use It**

- To administer the Service
- To understand how you use the Service
- To improve the features and usability of the Service

#### **We Collect Voice Commands**

We may collect voice commands given and related data during the meetings.

### Why We Collect It and How We Use It

- To generate and provide meeting summaries.
- To improve the artificial intelligence engine recognition and to minimize error detections of voice commands.
- To create statistical reports on voice command accuracy and usage.

### We Collect Recordings

We may collect a recording of your entire meeting including audio, content sharing, speakers, the time when they spoke, except for any portions of that meeting that were chosen not to be recorded.

### Why We Collect It and How We Use It

- To create a Meeting Record of the meeting.
- To enable Meeting Insights to generate insights, meeting summaries, visual content navigations and transcriptions.
- To enable you and meeting participants to replay the meeting and search for specific content in the meeting recording.

### We Collect Files

We may collect files if you upload them into the Meeting Record.

### Why We Collect It and How We Use It

- To keep it as part of the Meeting Record
- To create a new meeting recording

### General Data Protection Regulation (GDPR) Compliance

We comply with the Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (“GDPR”). We certify that we adhere to the requirements of notice, choice, onward transfer, security, data integrity, access and enforcement.

## Personal Data

We will not rent or sell your Personal Data (as defined in the GDPR) to others. We may store Personal Data in locations outside the direct control of Audiocodes, for instance on servers or databases co-located with hosting providers including, without limitation, Amazon Web Services, Microsoft Azure Cloud, Google Cloud. Our Hosting Providers may physically have servers located anywhere in the world (i.e., including outside the European Union).

## Non-Personal Data

We may gather and share non-Personal Data (such as anonymous usage data, referring/exit pages and URLs, browser and platform types or operating system number of clicks) with third parties to help us understand the usage patterns for the Service.

We may use subcontractors, as necessary, to provide our Service and perform other requested services, or as otherwise appropriate in connection with a legitimate business need. Such subcontractors are contractually obliged to use Personal Data only as necessary to provide such services to Us.

From time to time, we may send you surveys or solicit your feedback. We use surveys in new products and premiums we may offer. We may ask for your feedback on the Service's features. We will use the information we gather to improve the Service and provide a more meaningful experience to clients and end-users.

## Storage and Processing

As described above, but subject to appropriate safeguards:

- (i) Your information collected through the Service may be stored and processed anywhere in the world (including, without limitation, in Israel, Europe, USA or any other country in which We or our subsidiaries, affiliates or service providers maintain facilities).
- (ii) We may transfer information that we collect about you, including Personal Data, to affiliated entities, or to other third parties across borders and from your country or jurisdiction to other countries or jurisdictions around the world.

## How We Protect Your Information

We are concerned with protecting your privacy and data, but we cannot ensure or warrant the security of any information you transmit to Us or guarantee that your information on the Service may not be accessed, disclosed, altered or destroyed by breach of any of our industry-standard physical, technical or managerial safeguards. When you enter sensitive information (such as

Log-in credentials) on our registration or order forms, We encrypt that information using Secure Socket Layer (SSL) technology. No method of transmission over the Internet or method of electronic storage is 100% secure. Therefore, we cannot guarantee its absolute security. If you have any questions about security on our Site, you can contact us at [privacy@audiocodes.com](mailto:privacy@audiocodes.com).

## How We Protect Your Data, Information, and Resources

We use secure technology to protect any information you provide us.

### Data Privacy at Rest

Meeting Insights data at rest is inactive data that is stored physically in digital forms such as meeting records and media. It is stored encrypted (AES 256).

### Data Privacy in Transit

Meeting Insights data in transit is data flowing through the communications network between the various system elements. Meeting Insights data in transit is encrypted using HTTPS.

### Your Choices – Access, Correction & Deletion

We respect your privacy rights and provide you with reasonable access to the Personal Data that you may have provided through your use of the Services. If you wish to access or amend any other Personal Data we hold about you, or to request that we delete or transfer any information about you that we have obtained, you may contact us by referring to Contact Us on our website. At your request, we will have any reference to you deleted or blocked in our database.

You may decline to share specific Personal Data with us, in which case we may not be able to provide to you some of the features and functionality of the Service.

At any time, you may object to the processing of your Personal Data, on legitimate grounds, except if otherwise permitted by applicable law. If you believe your right to privacy granted by applicable data protection laws has been infringed upon, please contact our Data Protection Officer at [Privacy@audiocodes.com](mailto:Privacy@audiocodes.com).

### Data Retention

We only retain the Personal Data collected from you for as long as your account is active or otherwise for a limited period of time, as long as we need it to fulfill the purposes for which we have initially collected it, unless otherwise required by law. We will retain and use information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. The contents of closed accounts are deleted as agreed with you in the Service agreement.

### Data Controller and Data Processor

We are not acting in the capacity of the data controller in terms of the GDPR, and do not have the associated responsibilities under the GDPR, with respect to Personal Data contained in any client data. We may be considered only as a processor on behalf of clients, users, and end-users as to any data containing Personal Data that is subject to the requirements of the GDPR.

The client or end-user is the data controller under the GDPR for any data containing Personal Data. This means that each party controls the way Personal Data is collected and used, and determines the purpose and means of processing of such Personal Data.

We would like to clarify that We are not responsible for the content of the Personal Data contained in the data or other information stored on its servers (or its subcontractors' servers) at the discretion of the client, users, or end-users. In addition, We are not responsible for the way the client, users, or end-users collect, handle disclosure, distribute, or otherwise process such information.

### **Dispute Resolution**

If you believe your Personal Data has been used in a way that is not consistent with this Privacy Policy, we invite you to contact us first at [privacy@audiocodes.com](mailto:privacy@audiocodes.com). We will make all efforts to resolve your complaints timely and accurately. This policy is governed by and construed under the laws of the State of Israel without regard to its conflicts of laws rules. The courts of Tel Aviv, Israel shall have the exclusive jurisdiction in that regard.

### **Modification of Privacy Policy**

We reserve the right to modify the provisions of this Privacy Policy if deemed necessary. We will inform you of these changes on our Site.

LTRT-39602

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#### **Contact**

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