

California Privacy Statement

This Privacy Statement for California Residents supplements the information contained in our [website privacy statement](#) (“Privacy Statement”) (“California Privacy Statement”) and explains how Synchronoss Technologies, Inc. (“Synchronoss”, “we”, “us” and “our”) may collect, use, store and disseminate information obtained from users (“Personal Information”) of its website, //synchronoss.com (the “Site”), and the content and services available at the Site and offered by Synchronoss (taken together, the “Services”).

As of the effective date stated below, we adopt this CCPA Privacy Statement to comply with the California Consumer Privacy Act of 2018 (“CCPA”) as amended by the California Privacy Rights Act (CPRA). Any terms defined in the CCPA as amended by the CPRA have the same meaning when used in this California Privacy Statement. To read more about the CCPA and CPRA please visit [California Legislative Information](#).

Your privacy is very important to us and we pay close attention to how information about our visitors is used and shared.

Click a link below for further information on each topic:

1. [Personal Information Collected](#)
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1. Personal Information Collected

We collect information that identifies, relates to, describes, references, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or device (“personal information”). In particular, we have collected the following categories of personal information from consumers within the last twelve (12) months:

Category	Specific Fields
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A. Identifiers.	First name, last name, email address, telephone number, email data, system usage data, location data (IP address).
B. Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).	First name, last name, email address, telephone number, email data, system usage data, location data (IP address), Note: Some personal information included in this category may overlap with other categories.
C. Protected classification characteristics under California or federal law.	None.
D. Commercial information.	Purchased product/service.
E. Biometric information.	None.
F. Internet or other similar network activity.	IP Address, browser type, ISP, referring/exit pages, operating system, date/time stamp and/or clickstream data.
G. Geolocation data.	Extracted from IP address.
H. Sensory data.	Where a consumer contacts us and leaves a voicemail.
I. Professional or employment-related information.	We obtain information such as your name, gender, address, email address, university education, professional qualifications, previous employment and other details when you apply for vacancies advertised on the Site and create a Candidate Profile on the website of our employment partner iCIMS.
J. Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C.	Only if you choose to provide it in your Resume when applying for vacancies advertised on the Site and create a Candidate Profile on the website of our employment partner iCIMS.

Section 1232g, 34 C.F.R. Part 99)).	
K. Inferences drawn from other personal information.	None.

A. Personal Data we collect and process

i. Engagement with our Services

We obtain various types of Personal Information when providing our Services. Such Personal Information may include contact information such as names, addresses, phone and fax numbers, and email addresses; information about products and services ordered or provided; and information collected related to gauge interest in Internet-based e-commerce capabilities or provide technical literature or product demos.

ii. Device Information

When using the Site or availing of services related to the Site, Personal Information will be collected from you by Synchronoss. This includes information about: Internet protocol (IP) addresses, browser type, Internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and/or clickstream data to analyze trends in the aggregate and administer the site. We do not link this automatically collected information to other Personal Information we collect about you.

B. Personal Information Data you can choose to share with us

i. Query and Form Information

At your election, you may desire to subscribe or gain access to various information services concerning Synchronoss' products, services, user groups and business. When you do so, our registration process may require you to provide your name, company name, address, telephone number, email address and certain additional information, such as, for example, your preferred contact method and product markets of interest to you. You may also share Personal Information Data when

contacting us and submitting enquiries through the Site or by filling in the contact form on the Site.

ii. Blogs and Testimonials

You may choose to give us additional information such as your name, gender, address and email address when you write a blog for our Site or provide a testimonial.

C. Personal Information we obtain from third parties

i. Candidate Profile Information

We obtain information such as your name, gender, address, email address, university education, professional qualifications, previous employment and other details when applying for vacancies advertised on the Site and creating a Candidate Profile on the website of our employment partner iCIMS.

ii. Consumers of our Clients

Synchronoss provides a wide variety of services and solutions to its business clients (“Clients”) that facilitate services related to the online provisioning and activation of network and home-based services. If you are a Consumer of one of our Clients, please [click here](#) to read Section 6 of this CCPA Privacy Statement.

For clarity, under the CCPA personal information does not include:

Publicly available information from government records;
De-identified or aggregated consumer information; and
Information excluded from the CCPA's scope such as:

- health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the California Confidentiality of Medical Information Act (CMIA) or clinical trial data; and
- personal information covered by certain sector-specific privacy laws, including the Fair Credit Reporting Act (FRCA), the Gramm-Leach-Bliley Act (GLBA) or California Financial Information Privacy Act (FIPA), and the Driver's Privacy Protection Act of 1994.

2. Use of Personal Information

We may use or disclose the personal information we collect for one or more of the following business purposes: (“Purposes”):

PURPOSES	
Purposes	<p>Enter into and Perform our Contract with you</p> <ul style="list-style-type: none">• To provide cloud computing infrastructure services• To fulfill orders• To process payments• To provide customer services
Purposes	<p>Improving Site Functionality & Efficiency</p> <ul style="list-style-type: none">• To provide, improve, test and monitor the effectiveness of the Site.• To monitor metrics such as total number of visitors, traffic data and demographic patterns. <p>To respond to your Queries or Requests</p> <ul style="list-style-type: none">• To respond to your inquiries for information and to provide additional information according to your preferences. <p>Candidate Profile</p> <ul style="list-style-type: none">• To process and to respond to applications submitted via your Candidate Profile. <p>Investor Relations</p> <ul style="list-style-type: none">• To provide information about Synchronoss investor relations, stock information and annual and quarterly reports.• To facilitate Synchronoss’ relationship with investors. <p>Promotional or Marketing materials</p> <ul style="list-style-type: none">• To process your Personal Information to send you information about Synchronoss and its products, services and business partners.• At your election, at any time, you may choose to stop receiving future marketing communications from Synchronoss by sending an e-mail to: opt-out@synchronoss.com or clicking the [unsubscribe] link in communications you receive. <p>Blogs and Testimonials</p> <ul style="list-style-type: none">• To process and maintain the blogs and testimonials on our Site.

	<p>Improve Synchronoss Services</p> <ul style="list-style-type: none"> • To better our services offering through online surveys and focus groups. • To provide and process satisfaction surveys, policy surveys and referral forms.
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Purposes	<p>We obtain, collect and process your Personal Information in order to comply with the following legal obligations:</p> <ul style="list-style-type: none"> • To comply with applicable company and tax law. • To comply with all other applicable laws and/ or as set forth in the CCPA.
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[3. Sharing of Personal Information](#)

In certain situations, Synchronoss may be required to disclose personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements. Synchronoss may also disclose personal information if (1) reasonably necessary to perform the Service, (2) permitted under this California Privacy Statement or (3) Synchronoss is required to do so by law or regulation, or in the good faith belief that such action is necessary to (i) conform or comply with any legal, regulatory, law enforcement, bankruptcy proceedings, or similar requirement or investigation, (ii) protect or defend the rights or property of Synchronoss or any other user or (iii) enforce the Terms of Use or other terms that are applicable to the Service.

Synchronoss may disclose Personal Information to some or all of the following recipients:

RECIPIENT(S)
<p>Synchronoss and group companies of Synchronoss (“Synchronoss Group”)</p> <ul style="list-style-type: none"> • Members and shareholders of the Synchronoss Group • Internal business units within the Synchronoss Group.
<p>Third Party Service Providers</p> <ul style="list-style-type: none"> • Joint venture partners • Social media companies • Public relations agencies • Customer relation management companies • Resellers of Synchronoss Products

- Distribution partners of Synchronoss
- Device insurance providers
- Third party logistics providers
- Wireless, wireline and cable service providers
- Mobile device management providers
- Merchant banks
- Credit verification services
- Address validation services
- Website analytics providers
- Other carefully selected service providers or partners

Other Recipients

- Prospective buyers of business assets (to facilitate the acquisition of Synchronoss or a substantial portion of Synchronoss assets by a third party)
- Regulatory authorities and law enforcement agencies (where we are under a duty to disclose or share your Personal Information in order to comply with any legal or regulatory obligation or request)
- External advisors e.g. lawyers, accountants and auditors (as necessary to protect Synchronoss' legitimate and legal interests).

If Synchronoss is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our Site of any change in ownership or uses of your Personal Information, as well as any choices you may have regarding your Personal Information. In the event we so disclose personal information to third parties, we require these third parties to use your personal information only as necessary to help us perform the Service. Synchronoss may transfer Personal Information to any successor to all or substantially all of its business or assets that concerns the Service. We will share your personal information with third parties only in the ways that are described in this California Privacy Statement.

4. Do not sell my personal Information

Under the CCPA, a business that sells California resident's personal information to others: 1) must give notice to California residents before selling their personal information to others; and 2) must provide the right to opt-out of the sale of their personal information.

Synchronoss does not directly sell your Personal Information in the conventional sense (i.e. in return for payment). However, the CCPA defines a "sale" broadly.

Our website uses cookies and to the extent that same are considered a sale, you have the right to opt-out. Once We receive and confirm a verifiable consumer request from you, we will stop selling your personal information.

To request that Synchronoss may not “sell” your personal Information you can opt-out using the functionality provided on our website.

If you have subscribed to receive Synchronoss’ Newsletter, you may elect to not receive future marketing communications from Synchronoss by sending an email to opt-out@synchronoss.com that includes your electronic mail address; provided, Synchronoss reserves the right to use your contact information to send you important information (such as, for example, information about products and services that you have acquired from Synchronoss or information about changes to this California Privacy Statement).

Under the CPRA the above right shall be known as “Do Not Sell or Share My Personal Information”.

5. Miscellaneous

Please also note the sections on Third Party Sites, Tracking Technologies, Behavioral Targeting/ Re-Targeting and Blogs and Testimonials contained in the main Synchronoss website Privacy Statement. Please also note the Synchronoss website Cookies Policy.

6. Rights under the CCPA and CPRA

If the CCPA as amended by the CPRA applies for you, you have a number of rights in relation to your Personal Data which are set out here in section 6.

When receiving a request, we will verify that the individual making the request is the resident to whom the personal information subject to the request pertains. California residents may exercise their rights themselves or may use an authorized agent to make requests to disclose certain information about the processing of their personal information or to delete personal information on their behalf. If you use an authorized agent to submit a request, we may require that you provide us additional information demonstrating that the agent is acting on your behalf.

With respect to their personal information, California residents may exercise the rights described below. Note that in certain circumstances these rights might not be absolute.

Right	Further Information
<p>Right to Know What Personal Information is Collected, for what purposes and with whom is it shared</p>	<p>California residents have the right to request from a business disclosure of the categories and specific pieces of personal information it has collected from them, the categories of sources from which such personal information is collected, the business or commercial purpose for collecting or selling such personal information, and the</p>
	<p>categories of third parties with whom the business shares personal information.</p> <p>If you request that a business disclose categories and specific pieces of personal information collected about you, you have the right to receive that information, free of charge, twice a year. The information may be delivered by mail or electronically and, if provided electronically, shall be in a portable and, to the extent technically feasible, readily usable format that allows the California resident to relatively easily transmit this information to another entity.</p> <p>We will only charge you for making such an access request where we feel your request is unjustified or excessive.</p>
<p>Right to know whether your personal information is sold</p>	<p>California residents have the right to request from a business that sells or discloses personal information for a business purpose separate lists of the categories of personal information collected, sold or disclosed for a business purpose in the preceding 12 months, including the categories of third parties to whom the personal information was sold or disclosed for a business purpose.</p>

Right of Deletion	<p>You have the right to request that we delete any of your personal information that we collect from you and retained, subject to certain exceptions. Once we receive and confirm your verifiable consumer request we will delete your personal information, unless an exception applies.</p>
Right to Data Portability	<p>Subject to the CCPA, You may request us to provide you with your Personal Information. The information may be delivered by mail or electronically, and if provided electronically, the information shall be in a portable and, to the extent technically feasible, in a readily useable format that allows the consumer to transmit this information to another entity without hindrance. A business may provide personal information to a consumer at any time, but shall not be</p>
	<p>required to provide personal information to a consumer more than twice in a 12-month period.</p>
CPRA	<p>With effect from the 1 January 2023, the CPRA amends the CCPA and references to the CCPA shall mean as amended by the CPRA, as applicable.</p> <p>The CPRA modifies existing rights of California residents and provides new rights such as: the right to correct inaccurate information, the right to opt-out of automated decision-making, and the right to limit the use of sensitive personal information.</p> <p>To learn more please visit the website of the California Privacy Protection Agency (CPPA).</p>

You can exercise any of these rights by submitting a request to our Privacy Officer in writing to: privacy.officer@synchronoss.com

Or by calling us at +1 866-620-3940

Only you, or a person registered with the California Secretary of State that you authorize to act on your behalf, may make a verifiable consumer request related to your personal information. You may only make a verifiable consumer request for access or data portability twice within a 12 month period. The verifiable consumer request must: (a) Provide sufficient information that allows us to

reasonably verify you are the person about whom we collected Personal information or an authorized representative; (b) Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it. We cannot respond to your request or provide you with Personal Information if we cannot verify your identity or authority to make the request. We will only use Personal Information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request.

We will endeavor to provide you with information on any action taken upon your request in relation to any of these rights within 45 days of receiving your request.

If necessary, we may extend this as permitted under the CCPA, however we will inform you if this arises.

We will not discriminate against you for exercising any of your CCPA rights. However, note some features of our website, our services will not function without your Personal Information.

You also have the right to lodge a complaint about the way we handle or process your personal information with [California Attorney General's Office](#) .

Or contact the [California Privacy Protection Agency](#).

7. The Consumers of our Clients

Synchronoss provides a wide variety of services and solutions to our business clients (“**Clients**”) that facilitate services related to the online provisioning and activation of network and home-based services. Synchronoss develops systems to interface with our Clients’ online order capture systems and receives information for each order about the individual that placed the order (“**Consumer**”). In all instances, Synchronoss will obtain access to Personal Information about

Consumers (“**Consumer Personal Information**“) in the course of fulfilling the order and or services offered on our Client’s website. Consumer Personal Information may include, name, address, phone, bank account number, social security number, credit status, email address, credit or bank card number, billing history and other information, depending on the particular Client and application at issue. We also supplement data such as credit verification status and address validation services.

Wherever we obtain access to Consumer Personal Information, we are acting as a **service provider** on behalf of our Clients, and we therefore conduct such activities strictly in accordance with their instructions and pursuant to our contractual arrangements with them. If you are a Consumer with an existing relationship with one of our Clients, you should refer to the Client’s website to understand their privacy practices and policies. Where the CCPA applies for you and you would like to access and review your Consumer Personal Information, you should contact our Client with any such requests.

8. Revisions and Updates to the California Privacy Statement

If we decide to change our California Privacy Statement, we will post those changes to this California Privacy Statement, the home page, and other places we deem appropriate so that you are aware of what Personal Information we collect, how we use it, and under what circumstances, if any, we disclose it. Personal Information collected by the Site is subject to the California Privacy Notice in effect at the time of use. We reserve the right to modify this California Privacy Statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, or by means of a notice on our home page prior to the change becoming effective.

If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our third party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request>.

9. Questions about this California Privacy Statement

If you have any questions regarding this California Privacy Statement or your dealings at this Site, or a request to correct or delete personal information, please contact please contact our Privacy Officer:

Synchronoss Technologies, Inc.
Attn: Privacy Statement
200 Crossing Boulevard
8th Floor
Bridgewater, NJ 08807
USA

Tel: +1 866-620-3940

Email: privacy.officer@synchronoss.com

We will use commercially reasonable efforts to fulfill your request in a timely manner.

Effective Date: 16 December 2022