

China Privacy Policy

November 2023

Introduction

OpenText supports the right to privacy and understands the importance of protecting personal information and complying with applicable data protection laws. We have appointed a Data Protection Officer for assisting with questions regarding this policy and the processing of your personal information.

This Privacy Policy ('policy') applies to Open Text Corporation in China, Micro Focus, Covisint, and GXS Inc. (China) (hereinafter referred to as 'OpenText', 'we', 'us', 'our') and provides information on the collection, use and sharing of personal information for the People's Republic of China market. This includes personal information collected via our websites and portals ('Website'), our products, services or personal information collected from you directly, such as in person, via telephone or email, or indirectly through third parties during our business.

This policy applies to all Opentext Licensing (Off Cloud), Licensing Support products and Professional services sold in China.

A current listing of our subsidiaries is available in our [Annual Report](#). This policy applies to our subsidiaries to the extent they have access to your personal information, and the respective subsidiary that directly collects and processes your personal information is the personal information processor.

This policy does not apply to the extent we process your personal information in the role of a data trustee or service provider on behalf of our customers.

For details on how to contact us, see the Contact Information section below.

This policy describes:

- [What data we collect](#)
- [Why we use it](#)
- [How we collect your data](#)
- [How we share your data](#)
- [How we protect your data](#)
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What data we collect

The personal information we process about you and how we collect it can vary depending on (a) the product(s) or service(s) you use; (b) how you use the product(s) or service(s); (c) how you have interacted with OpenText and (d) the personal information that we have obtained from a customer or from a third party with permission to share such information with us. Refer to the table below for more details on the categories of information collected and purposes of use.

Categories of information collected	Purposes of use (for additional information, please refer to Table 1 under 'Why we use your data')
Contact and account registration information For example: Name, address, email, telephone number, username and password, country, and language (collectively "Account Information")	<ul style="list-style-type: none">• Communicating with you• Providing services• Personalizing your experience• Controlling access to our services and users• User authentication and other legal purposes
Financial and transactional information For example: Credit card, debit card, banking, or other payment information	<ul style="list-style-type: none">• Providing services• Processing payments• Authentication and other legal purposes

Categories of information collected

Purposes of use

(for additional information, please refer to Table 1 under 'Why we use your data')

Device information and identifiers

For example: The configuration of any device registered for use in connection with the products and services; also, IP address, browser type and language, operating system, platform type, device type, software and hardware attributes, and unique device and application identifier

- Providing services
- Controlling access to our services and users
- Personalizing your experience
- User authentication

Connection and usage data

For example: **Information about files you download, domain names, landing pages, usage activity, content viewed and accessed, dates and times of access, pages viewed**, forms you complete or partially complete, search terms, uploads or downloads, whether you open an email and your interaction with email content, access times, error logs, URL accessed and other similar information

- Providing services
- Personalizing your experience
- Controlling access to our services and users
- User authentication and other legal purposes

Other information

For example: Any other information you choose to provide to us directly or indirectly in connection with your use of the products and services or websites.

- Communicating with you
- Providing services
- Personalizing your experience
- Controlling access to our services and users
- User authentication and other legal purposes

[Why we use your data](#)

OpenText processes personal information to respond to your requests, to provide you OpenText products and services, including information, support, delivery, and access to online resources. Some of the specific purposes of use of your personal information include:

Table 1

Purpose	Examples
Communicating with you	<ul style="list-style-type: none">• Account set up and administration.• Responding to your requests for information and providing you with more effective and efficient customer service and technical support• Monitoring communications for quality and training purposes• Providing you with transactional updates and information about products and services (e.g., updates to our products and services, information about your account or information about transactions that you conduct on products and services)• In accordance with applicable legal requirements, contacting you by email, postal mail, phone, or other means for marketing purposes.• Gathering feedback and opinions about our provided services (e.g., surveys)• When you download position papers• Event registration and participation• Notification to users of changes to our products and services• Communicating with you about our events, surveys, contests, sweepstakes, and other promotions• Allowing you to participate in discussion boards or other social media functions on the Website
Providing services	<ul style="list-style-type: none">• Processing and fulfilling your requests using products and services.• Meeting our contractual commitments to you• Engaging in analysis, research and reports to better understand how you use the products and services, so we can improve them.• Backing up, restoring, and archiving data• Understanding and resolving reported problems with services or products

	<ul style="list-style-type: none"> Record keeping and billing
<p>Personalizing your experience</p>	<ul style="list-style-type: none"> Customizing user experience and showing customized content Internal research and development to enhance our products, services, and user experience. Improving our website to ensure content is presented in an appropriate manner for you and your computer, as well as to improve product and service offerings. Administering our website for internal operations, including but not limited to troubleshooting, data analysis, testing, research, statistical, and survey purposes Measuring or understanding the effectiveness of our advertising to you, and delivering or allowing our service providers to deliver relevant advertising to you, including interest-based advertising (otherwise known as “online behavioural advertising”)
<p>Protecting our services and users</p>	<ul style="list-style-type: none"> Monitoring, preventing, and detecting fraud, such as through verifying your identity. Combatting spam or other malware or security risks Monitoring, enforcing, and improving the security of our services
<p>Defending our legal rights and compliance with the law</p>	<ul style="list-style-type: none"> Complying with any applicable procedures, laws, and regulations Establishing, exercising, or defending our legal rights (e.g., to enforce compliance with our Terms of Use, Privacy Policies or to protect our services, users or others) Fulfilment of obligations outlined in any agreements

The legal basis for collecting and using the personal information described above will depend on the personal information concerned, applicable privacy laws and specific context in which we collect it, such as:

- With customer or user consent.
- Where it is necessary for the conclusion or performance of a contract to which the individual concerned is a party, or for the implementation of human resources management in accordance with the labor rules and regulations formulated in accordance with the law and the collective contract concluded in accordance with the law.
- Where it is necessary for the performance of statutory duties or statutory obligations.
- Where it is necessary for the response to a public health emergency or for the protection of the life, health and property safety of a natural person in an emergency.
- Where such acts as news reporting and supervision by public opinions are carried out for the public interest, and the processing of personal information is within a reasonable scope.
- Where it is necessary to handle the personal information disclosed by the individual concerned or other personal information that has been legally disclosed within a reasonable scope in accordance with the articles of the *Personal Information Protection Law*.
- Where necessary to comply with law and administrative regulations.

[How we collect your data](#)

We collect personal information through various means. For example, via our website(s), order forms and through provision of products or services, from third-party service providers, customer support activities, and at meetings, exhibitions and events (both physical or digital). Your employer, as a customer or partner of OpenText, may provide your contact information as required to provide OpenText products or services. We also collect personal information where you or your employer is a customer of a business we may acquire. We may also collect information about you on CCTV when you visit our premises or on other security cameras as part of our security and crime prevention measures. The Website(s) may also collect information about your visits to the Website without you actively submitting such information through cookie technology.

Cookies: OpenText uses cookies to collect information about the use of its website(s), either directly or through third-party tracking providers. For more information refer to our [Cookie Policy](#).

Do Not Track (DNT): Your browser setting may allow you to automatically transmit a "Do Not Track" (DNT) signal to websites and online services that you visit. There is no consensus among industry participants as to what DNT means in this context, and some browsers automatically apply DNT signals by default and therefore do not necessarily reflect our visitors' choice as to whether they wish to receive advertisements tailored to their interests. As a result, like many websites, we do not respond to a DNT signal from a visitor's browser. To find out more about DNT, please visit <http://allaboutdnt.com>. However, you may elect not to accept cookies by changing the designated settings on your web browser or opting out of the OpenText cookies. Please note that if you do not accept certain cookies, you may not be able to use all functions and features of our Website(s). Consent for use of cookies varies depending on the jurisdiction, click [here](#) for more information about OpenText's Cookie Policy and options on how to manage your cookies preferences.

Personal information collected from third parties: OpenText obtains personal data from third parties. For example, OpenText may collect and receive personal information about you from companies that distribute OpenText products by way of co-branded or private-labeled websites. Companies with which OpenText partners to market, resell and distribute its products and services, which may include the payment gateways we work with, also may supply us with personal information in order to help us fulfil orders and provide services.

[How we share your data](#)

OpenText may share personal information with its affiliates, business partners (including those who resell or distribute our products and services), service providers (including website, software, infrastructure and application providers), payment gateways, customer service, event/campaign management, cloud hosting providers, credit reference agencies, debt agencies, professional advisors, marketing agencies (including event or promotion partners or sponsors), third-party networks and websites, database providers, backup and disaster recovery specialists, analytics and email providers, and agents working on our behalf.

We may be required to share personal information with a third party or body where such disclosure is required to satisfy applicable law or other legal or regulatory requirement, or to protect the rights or property of OpenText or others. This can include in response to lawful requests from a competent authority or body and to meet national security or law enforcement requirements.

If all or any part of our business is re-organized or sold or there is a joint venture with another organization, we may need to provide your information to that organization. We may also be the recipient of personal information when we acquire another organization or a part of their business or enter into a joint venture with them.

Where third parties are performing processing on our behalf, OpenText will require these organizations to adopt adequate technical and organizational security measures to protect personal information and to ensure the processing of personal information is only performed as instructed by OpenText and for no other purposes.

Personal information may be processed outside the country of your residence by our affiliates, partners or service providers and agents working on our behalf. The transfer to other countries by OpenText and its affiliates shall be in accordance with applicable data protection legislation and standards.

[How we protect your data](#)

Protecting your data, both online and offline, is a priority for us. We have implemented appropriate technical and organizational measures to protect your personal information and ensure a level of security appropriate to the risk.

All our employees are subject to confidentiality agreements and undergo annual training on the proper handling of personal information.

OpenText is committed to protect all personal information and is cognizant of its obligations under applicable data protection laws. For further details, including information on industry standard certifications of our products, please refer [here](#).

Links to other websites or locations may be provided for your convenience, but do not signify our endorsement of such other websites or locations or their contents. When you click on such links, you will leave the OpenText website and go to another site. When this happens, a third party may collect personal information from you. Please be aware that the terms of this policy do not apply to such outside websites or content or to any collection of data after you click on a link to a third-party website or location. If you

submit personal information to any of those sites, your information is governed by their privacy statements. We encourage you to carefully read the privacy notice of any website you visit.

[How long we store your data](#)

OpenText will retain personal information for as long as needed to provide the relevant products or services or to fulfil the purposes for which the personal information was collected or as per the specific contractual terms. OpenText may also retain and use this information for a longer period as permitted or required by law, to comply with our legal, tax or regulatory obligations (e.g., audit and accounting requirements), handle disputes, or to exercise or defend claims and enforce our agreements. We ensure that personal information we dispose of is de-identified or destroyed in a secure manner.

[Your privacy rights](#)

Your local applicable law may provide certain rights regarding the collection, use, and sharing of your personal information. You may request from OpenText access to, correction of, updating of and/or deletion of your personal information, or object to our use of your personal information in certain circumstances, in line with applicable data protection law. Your rights may differ according to your place of residence.

The rights available to you depend on our reason for processing your information:

- **Your right to access**
You have the right to ask us for copies of your personal information. This right always applies. There may be exceptions, such as under circumstances where laws or administrative regulations provide that confidentiality shall be preserved or notification is not necessary.
- **Your right to rectification**
You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies.
- **Your right to deletion**
You have the right to ask us to delete your personal information except in circumstances where it is necessary for security protective measures or where there is a legal requirement for data to be preserved.
- **Your right to object to processing of your Personal Information**
You have the right to ask us to restrict or object to the processing of your information except in circumstances such as where it is necessary for the fulfillment of statutory duties or obligations.
- **Your right to data portability**
This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organization to another or give it to you.
- **Choice/opting out of marketing:** OpenText offers you the choice of receiving different types of communications and information related to our products and services. You may subscribe to e-newsletters or other publications; you may also elect to receive marketing communications and other special offers from us via email. If at any time you would like to change your communication preferences, we provide unsubscribe links and an opt-out mechanism in all our marketing communications or you may contact us.

Note that if you opt out of marketing, you may still receive service-related messages from us (and you may still receive marketing messages for a short period after opting out while we update our records).

To exercise your privacy rights, please fill out the [Data Subject Request form](#).

Please direct any complaints or questions you may have with regard to our privacy practices [to OpenText China Data Protection Officer](#).

Customer data: If your personal data has been submitted to us by or on behalf of a customer to our products and services who is the personal information processor of that personal information and we are the trustee on their behalf, you will need to contact them directly if you wish to exercise any rights you may have under applicable data protection laws. If you make your request to us, we will need the name of that customer who submitted your data to us, and we will refer it on to them.

[Children's privacy](#)

OpenText encourages parents and guardians to take an active role in their children's online activities. Our Services are not aimed at people under 18 and OpenText does not knowingly collect personal information from children without appropriate parental or guardian consent. If you believe that we may have collected personal information from someone under the age of 14 (or the applicable age of consent) without proper consent, please submit your complaint in writing to the address found in the Contact Information section.

[How your personal information is transferred globally](#)

In principle, your Personal Information will be collected and stored within the territory of the People's Republic of China. However, as a global company, we provide products and services with globally deployed IT sources and servers, in certain scenarios based on business needs, your personal information may be transferred to our parent companies, subsidiaries and/or affiliates, business partners and/or service providers including those established outside the territory of the People's Republic of China or maybe remotely accessed by them from outside of the People's Republic of China. At that time, OpenText will separately obtain your consent, comply with the applicable laws and regulations for cross-border data transfer and make sure that your personal information will get the same level of safeguards as in the People's Republic of China.

[China DPO Contact information](#)

OpenText's China Data Protection Officer can be reached at Chinadpo@opentext.com or by mail at:

Opentext
11/F Garden Square, Room 1125
No. 968 West Beijing Road, Jing'an District
Shanghai, China, 200041

If you have any questions or concerns about this policy, or if you wish to exercise any of your privacy rights, please contact OpenText via the contact information as mentioned above, and we will respond to your request within 15 working days. If you are not satisfied with our response, you may also have the right to complain to the competent supervisory authority, data protection authorities or file a lawsuit to the competent people's court in the People's Republic of China.

To access the Global OpenText Privacy policy, click the link [here](#).

Changes to this Privacy Policy

OpenText may update this policy from time to time. If we modify this policy, we will post the revised version here. You should review this page periodically for updates.

If we make a change that significantly affects your rights or, to the extent we are permitted to do so, significantly changes how or why we use personal information, we will notify you by way of a prominent notice or pop-up on our Website. If you disagree with such changes, you may submit your complaint in writing to the address found in the Contact Information section. Without your express consent, we will not restrict your rights available under this policy before such changes. If you continue to use our products and services after the changes take effect, you should be deemed to have agreed to the changes that have taken effect.

This policy was last updated in [November 2023](#).

About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit opentext.com.

Connect with us:

[OpenText CEO Mark Barrenechea's blog](#)