

GDPR COMPLIANCE STATEMENT

At Lifesize, we understand the importance of security and privacy, and we value our customers' trust above all else. We built Lifesize's cloud-based video conferencing and collaboration services to provide customers with a transformative and secure meeting experience from the conference room to the cloud. By implementing additional technical and organizational security measures described in this GDPR Compliance Statement, we further commit to our customers that Lifesize's services comply with the EU General Data Protection Regulation (GDPR) effective as of May 25, 2018.

What is GDPR?

The acronym "GDPR" refers to the General Data Protection Regulation (EU 2016/679) adopted by the European Commission for the purpose of harmonizing data security and privacy laws among all member states in the European Union. The law requires organizations that collect or process personal data of European citizens to comply with individuals' rights with respect to such data, and adhere to certain obligations in order to ensure such data is properly secured.

Does Lifesize comply with GDPR?

Yes, Lifesize takes necessary actions and implements appropriate technical and organizational measures to ensure that its services comply with applicable provisions of the GDPR. Among other things, this includes:

- *Customer Data Processing Addendum.* Lifesize offers Customers a GDPR-compliant Data Processing Addendum ("DPA") to the Terms of Service, as well as Standard Contractual Clauses governing the processing of European personal data. The DPA and list of Data Subprocessors are available on the Legal page of the website www.lifesize.com. If you are a Lifesize customer subject to the GDPR, please download the DPA and follow the instructions provided on page 1 to sign and return it to Lifesize.
- *Transparent Privacy Policy.* Lifesize's Privacy Policy provides transparency with respect to our data collection and handling practices. In addition, Lifesize ensures that relevant privacy and security information is easily accessible through the Trust Center on the website www.lifesize.com. We also engage customer privacy professionals to facilitate communication with customers on an on-going basis.
- *Lawful Basis for Data Collection and Processing.* Lifesize collects and processes personal data only to the extent Lifesize has a lawful basis for doing so. Personal data of registered users and guests of Lifesize's cloud-based video conferencing and collaboration service is processed in order to provide such services pursuant to the Terms of Service and in accordance with the Privacy Policy and DPA. Lifesize obtains consent before collecting personal data for any other reason and gives data subjects the opportunity to withdraw consent at any time.
- *Security Measures.* Lifesize utilizes industry-leading technical and organizational security measures to secure personal data, including providing video call connections with end-to-end encryption via SRTP/AES-128 with single-use encryption keys. We also provide account administrators multiple tools to ensure meetings are secure and access controls are appropriately configured. Any recorded customer content is stored with best-of-breed data centers that have obtained the highest standards of independent third-party and privacy certifications, and account administrators retain control over such recorded content at all times. Lifesize also participates in annual independent third-party security assessments and penetration testing. For more information about Lifesize's security measures, please visit the Trust Center on the website www.lifesize.com.

- *Appropriate Agreements and Employee Training.* Lifesize maintains appropriate legal agreements with third parties with whom it contracts to perform any data processing activities. In addition, relevant Lifesize employees are subject to a criminal background check and must complete annual privacy and information security training in order to reinforce policies and procedures relating to GDPR obligations.
- *Cross-Border Data Processing.* Lifesize maintains certifications under the EU-US Privacy Shield and Swiss-US Privacy Shield Frameworks with the United States Department of Commerce. Such certifications provide a legal basis for cross-border data transfers from Europe to the United States under the GDPR, and evidence Lifesize's commitment to Privacy Shield principles. For more information about the Privacy Shield program, please visit www.privacyshield.gov.
- *Privacy by Design.* Lifesize conducts regular Data Privacy Impact Assessments (PIAs) when there is a material change in a service offering or business activity that impacts the collection or processing of personal data. Lifesize's Security Team evaluates these PIAs against industry-standard information security controls. If necessary, the Security Team applies a risk-based remediation schedule to address any gaps identified during the PIA process.

Does Lifesize provide product features to assist customers with their GDPR obligations?

Lifesize is committed to providing our customers with the tools, processes and documentation needed to help them comply with GDPR standards as they evolve over time. Lifesize customers can manage GDPR compliance through a variety of mechanisms currently available, including the following:

- Customers can execute Lifesize's Data Processing Addendum, as described above.
- Account Administrators can delete users who are no longer authorized from their account.
- Account Administrators can secure any recorded content by implementing access controls and password protection, or by deleting any recorded content that is no longer needed at any time.
- Customers can manage user authentication by implementing single sign-on (SSO) functionality supported by Lifesize, which allows authentication to occur directly between the customer's authorized users and its identity provider (IdP).

At Lifesize, we understand the power of connecting people from around the globe to make the workplace great. We remain committed to our core values of relentless innovation, customer obsession, and acting with integrity in order to bring you a meeting experience like no other while also securing your data and respecting your privacy. If you have questions concerning Lifesize's privacy and data security program, please contact privacy@lifesize.com for additional information.