

# EXTREME NETWORKS PRIVACY NOTICE

---

---

**Effective Date: March 28, 2025**

When you use our products and services, you're trusting us with your information. We know this is a big responsibility, and we work hard to safeguard your data. This Privacy Notice identifies the data we collect and why we collect it. By visiting our Website or using our products or services, you acknowledge you have read and understood the terms of this Privacy Notice. This Privacy Notice is a statement of the privacy practices of the Extreme Networks group, which means Extreme Networks, Inc. and our direct and indirect subsidiaries (collectively "Extreme" or "us"). If you do not agree with this Privacy Notice, do not use our products or services.

## 1. INFORMATION WE MAY COLLECT FROM YOU

1.1 We may collect and process the following data about you:

1.1.1 Information you provide by visiting our websites, filling in forms or interacting with the chatbot on our websites, and details of your visits to our websites and the resources that you access, including, but not limited to, traffic data, location data, IP addresses, weblogs and other communication data, whether this is required for our own purposes or otherwise. This may include data such as pages or screens you viewed, how long you spent on a page or screen, navigation paths between pages or screens, information about your activity on a page or screen, and access times and duration of access.

1.1.2 Information you provide when you request to receive emails from Extreme or participate in Extreme-sponsored programs, events or promotions. This may include, but is not limited to, information provided when you register for a seminar or webinar or request information regarding our services or products. Such information may include, for example, your name, home and/or business address, email address, IP address, telephone number, demographic information such as age, and/or other information that may identify you as an individual. In some instances, you can choose not to provide us with some of this information, but doing so may affect your ability to use our website and our products or services.

1.1.3 Information provided to us when you use or register to use our products or services (including educational services). This may include, but is not limited to information provided to us by you, by third-parties, or by partners in

connection with our end user license agreements, data that are collected through APIs or agents from third-parties that you have enabled, information that you provide in or for queries to Extreme Artificial Intelligence or machine learning (“AI”) products or tools (for example customer support tools), or any information that is used to respond to queries through any Extreme AI products or tools. This may also include network data such as network strength, usage, and traffic data.

1.1.4 If you contact us, we may keep a record of that correspondence.

1.1.5 We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

1.1.6 Information regarding your interaction with emails we send you, including whether or not you opened the email.

1.1.7 Other information about you from third-parties, payment and delivery services, advertising networks, analytics providers, large language model providers, and search information providers. The purposes for which we may use that information, and the legal bases for doing so, are set out in section 2 of this Privacy Notice.

## **2. HOW WE USE YOUR INFORMATION**

2.1 We use information provided by you or information about you provided to us by you or our business partners in the following ways:

2.1.1 To ensure our products and services are properly provided, to promote our products and services, to develop and fine-tune products, and to provide you with information about our products and services.

2.1.2 To ensure that content from our website and/or our products is presented in the most effective manner for you and for your devices.

2.1.3 Subject to your expressed marketing preferences, to send you marketing information about goods and services that may be of interest to you by post, telephone, email or other means. You have the right to “opt in” and “opt out” of certain uses of your personal information for these purposes.

2.1.4 For any specific purpose for which it was provided or volunteered.

2.1.5 To perform analysis and research in relation to transactions, including analyzing our users’ demographics, interests, browsing and viewing preferences.

- 2.1.6 To manage our business needs, such as monitoring, analyzing, modifying and improving our technical support and other products and services and the functionality and performance of our websites, emails, products, and services.
- 2.1.7 To determine which features and functionality of the products and services users like best to help us operate, enhance, and improve the products and services;
- 2.1.8 To train and fine-tune AI/ML systems, including with data from interactions with our AI tools, as well as with network strength, usage, and traffic data, and interactions with chatbots and/or technical support teams, for the purposes of improving our products and services.
- 2.1.9 To provide customers with data and analytics regarding network strength, traffic, and usage.
- 2.1.10 To send you notices (for example, in the form of e-mails, SMS, and mailings), and otherwise correspond with you, about products, services, companies, and events, sponsored by us and others, that we think might interest you, where you have consented to be contacted for such purposes.
- 2.1.11 To grow our business.
- 2.1.12 To get to know our potential and existing clients, consumers, and users.
- 2.1.13 To identify relevant content shared with potential and current users.

The legal basis for the above purposes will typically be that we have your consent to our use of your personal information or that processing is necessary for our legitimate interests, including:

- to ensure our products and services are properly provided,
- to promote our products and services, and to provide you with information on our products and services.
- To prevent fraud and abuse on, and unauthorized access to, the products, services, and websites.
- To meet reporting requirements (e.g., filing tax forms).
- To retain documents and information related to a legal action.
- To develop, market, sell or provide products and services.

- To send you information about our or our partners' products or services. Sometimes, when you have shown interest in a particular product, our partners may contact you directly. We may provide your information directly to our partners so that they may contact you directly.

2.1.14 To carry out our obligations arising from any contracts or transactions entered or contemplated to be entered into between you and us, or to provide you with the website and any products or services requested by you.

2.1.15 To notify you about changes to our products and services.

2.1.16 To assist you in finding a reseller channel partner so that you can order products and services for your company;

2.1.17 To fulfill orders and provide you with products and services you have requested and/or paid for;

2.1.18 To enforce your and our legal rights under an agreement; and

2.1.19 To provide you with an estimate for our products or services.

2.1.20 To provide you with educational materials, webinars and training that you request.

The legal basis for the above purposes will typically be that the processing is necessary to fulfil any contractual obligation we have in relation to you or our legitimate business interest in improving our products and providing products or services to our customers.

2.1.21 To enforce any agreements we have with you.

2.1.22 To report data breaches or unauthorized access to the products or services.

2.1.23 To meet reporting requirements (e.g., filing tax forms).

2.1.24 To retain documents and information related to a legal action.

The legal basis for these purposes will typically be to comply with our regulatory and legal obligations or to enforce our legal rights.

### **3. WHERE WE STORE YOUR INFORMATION**

3.1 The data that we collect from you may be transferred to, stored at, or processed from a location outside the jurisdiction in which you reside. This means it may be transferred to countries that do not offer the same level of legal protection as exists in your country of residence. Whenever we transfer your information outside of your country of residence, we will take steps to ensure that adequate safeguards are in place to make sure it is treated securely and in accordance with this Notice. You may contact us for a copy of the safeguards that we have put in place.

#### **4. SERVICE PROVIDERS**

4.1 We may use third-party partners, carefully selected by us, to help operate our website, operate and deliver our products and services, and operate our business. We may share your information with our service providers that provide products or services for or through this website or for our business, such as accreditation providers, website or database hosting companies, data analysis providers, address list hosting companies, e-mail service providers, research, analytics and customer experience and survey companies, distributors and partners who sell our products and services fulfillment companies, marketing and promotional companies, and other similar service providers that use such information on our behalf. This may include third-party services that collect usage data (e.g. clicks, feature use, and navigation patterns) to help us understand how users interact with our software and website.

4.2 We may disclose to our partners statistics regarding user behavior in the form of aggregated data, such as overall patterns or demographic reports that do not describe or identify any individual user.

#### **5. PARTNER MARKETING**

5.1 If you have indicated an interest in our products or services (including by clicking on an email or download, participating in a webinar or other educational event, conference, or Extreme-sponsored program or event, or by visiting our website), including on behalf of your company, we may provide your contact information and information about your company to one of our reseller channel partners or provider of managed services (a "Partner") so they can provide information regarding those products or services to your company. If you become a customer of a Partner, the Partner may use your information in accordance with its policies. For questions about how that Partner may use your information, please contact that company.

5.2 Our Partners participate with us in marketing programs to offer to prospective and existing customers product trials, event invitations and

marketing content and other offerings. Our Partners may do so independently or by using systems or platforms we provide, or based on customer data and information we may provide. Where a Partner refers you to our marketing program, you may be asked to enter personal or company information on intake forms or “click-through” webpages. We may capture this information and share it with the Partner, so that we and the Partner may communicate further with you, as appropriate, and to assess your engagement with and the results of the marketing programs. We will retain and only use this personal information for these marketing and assessment purposes.

## **6. DISCLOSURE OF YOUR INFORMATION**

6.1 We may use your personal information to maintain our internal record keeping and/or share it with our affiliates for marketing or other purposes.

6.2 We may disclose your personal information to third parties such as service providers or Partners as set out in sections 4 and 5 of this Notice.

6.3 In the event that we sell or buy any business or assets, in which case we may disclose your personal information to the prospective seller or buyer of such business or assets.

6.4 We may disclose your personal information if we are under a duty to disclose or share this information to comply with any legal obligation, or to enforce or apply our agreements; or to protect the rights, property, or safety of Extreme, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

6.5 We may disclose user information to government authorities, and to other third parties, when compelled to do so by government authorities or otherwise as required or permitted by law, including, but not limited to, in response to court orders and subpoenas. We also may disclose user information when we have reason to believe that someone is causing injury to or interference with our rights or property, other users of our website, or anyone else that could be harmed by such activities. Additionally, we cooperate with law enforcement inquiries and other third parties when in good faith, we believe that we are lawfully authorized or required to do so, or that doing so is reasonably necessary or appropriate to comply with the law or with legal process or authorities, respond to any claims, or to protect the rights, property or safety of the website or the products, services, users, our employees or the public, including, without limitation, disclosures intended to protect Extreme or users from fraudulent, abusive, inappropriate or unlawful use of the

website or our products or services or to enforce laws, intellectual property rights, and other rights.

## **7. RETENTION**

7.1 Your personal information will be retained for as long as is reasonably necessary for the purposes listed above or as required by applicable local law. Please contact us for further details of applicable retention periods.

7.2 We may keep an anonymized form of your personal information, which will no longer refer to you, for statistical purposes or for improvement of our products, without time limits.

## **8. IP ADDRESSES AND COOKIES**

8.1 We may collect information about your computer, mobile phone, personal electronic device, and all other similar electronic or mobile devices, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns and does not show personal details that identify you.

8.2 For the same reason, we may obtain information about your general internet usage by using a cookie file that is stored on the hard drive of your computer. Cookies are small pieces of information (e.g., cookies, web beacons, pixels, gifs tags or other similar technologies) sent by a web server to a web browser that allow the web server to recognize the web browser. This operates as a piece of data stored on your browser or device, or may identify, compile, aggregate and/or collect information through other means. They help us to improve our website and to deliver a better and more personalized service. They enable us:

8.2.1 To estimate our audience size and usage pattern.

8.2.2 To store information about your preferences, and so allow us to customize our website according to your individual interests.

8.2.3 To speed up your searches.

8.2.4 To recognize you when you return to our website.

8.3 You can control how your browser handles cookies received from our website. You can choose to refuse all cookies, or to be prompted before a cookie is saved to your hard drive, or to only accept cookies from certain

selected websites that you designate. Information on deleting or controlling cookies is available at [www.AboutCookies.org](http://www.AboutCookies.org). By refusing to accept cookies from us, you may not be able to use some of the features and functionality available on our website.

## **9. ADVERTISING AND ONLINE TRACKING**

9.1 We may allow third-party companies to serve ads and collect certain information when you visit the website. These companies may use certain information (e.g., click stream information, web browser type, time and date, subject of advertisements clicked or scrolled over) during your visits to the website to provide advertisements about goods and services likely to be of interest to you. These companies typically use a cookie or third-party clear gif/web beacon to collect this information. Our systems do not recognize browser “Do Not Track” signals, but several of our service providers who utilize these cookies or web beacons on our website enable you to opt out of targeted advertising practices. To learn more about these advertising practices or to opt out of this type of advertising, you can visit <https://thenai.org/opt-out/> or [www.aboutads.info/choices](http://www.aboutads.info/choices).

## **10. CHILDREN’S PRIVACY**

10.1 Protecting the privacy of young children is especially important. Our websites, products, and services are not directed to children under the age of 13, and we do not knowingly collect personal information on our own behalf from children under the age of 13 without obtaining parental consent. If you are under 13 years of age, then please do not use or access our website, products, or services. If we learn that personal information has been collected by us on our website or through our products from persons under 13 years of age and without verifiable parental consent, then we will take the appropriate steps to delete this information. If you are a parent or guardian and discover that your child under 13 years of age has obtained an account on the service, then you may alert us at [privacyinquiries@extremenetworks.com](mailto:privacyinquiries@extremenetworks.com) and request that we delete that child’s personal information from our systems.

## **11. YOUR RIGHTS**

11.1 You may have the right to request access to, and rectification or erasure of, the personal information Extreme holds about you. You may also have the right to object to or restrict certain types of processing of your personal information and can request to receive a machine-readable copy of the personal information you have provided to Extreme.



11.2 Extreme will assess any request to exercise one of these rights on a case-by-case basis. There may be circumstances in which we are not legally required to comply with your request because of relevant legal exemptions provided for in data protection legislation.

11.3 Please note that by continuing to use our website, products, or services, and by providing any personal information to us offline or via the website, products, or services, you are consenting to our use of your personal information as set out in this Privacy Notice. Please do not provide us any personal information if you do not want that information to be used by us in this manner.

## 12. YOUR CALIFORNIA PRIVACY RIGHTS

12.1 Under the California Consumer Privacy Act of 2018 as amended by the California Privacy Rights Act of 2020 (“California Privacy Law”), California Consumers have certain privacy rights. This section is intended to provide further information and notification pursuant to California Privacy Law. Capitalized terms that are not defined in this Privacy Notice are used in accordance with their definitions under California Privacy Law. California Consumers who wish to request information about our compliance with CCPA or who have questions more generally about this Privacy Notice and our privacy commitments should contact us at [privacyinquiries@extremenetworks.com](mailto:privacyinquiries@extremenetworks.com).

12.2 We collect, use, and disclose personal information as described above.

12.3 We do not “sell” or “share” your personal information to third parties. However, we may disclose personal information as described in this Privacy Notice.

12.4 Under California Privacy Law, you have the following rights:

12.4.1 You may request once every 12 months that we disclose to you information about our collection and use of your Personal Information.

- You may request, subject to certain exemptions, that we delete the Personal Information we have collected about you.
- You may request information about your Personal Information that we have disclosed in the previous 12 months.
- We will not discriminate against you if you exercise any of your rights under California Privacy Law.

12.5 Direct requests to exercise your rights under California Privacy Law to [privacyinquiries@extremenetworks.com](mailto:privacyinquiries@extremenetworks.com) or 1-800-245-1621. Only you or your agent registered with the California Secretary of State's office may make a verifiable request related to your Personal Information. You may make a request on behalf of your minor child.

12.5.1 We will attempt to verify your request, generally by asking you to provide evidence that matches the Personal Information we have maintained. The exact method of verification will depend on the type of request made and the type of Personal Information maintained.

12.5.2 After we receive your request to exercise your rights under California Privacy Law, we will take reasonable steps to verify that your request is a valid request from you. We will try to respond within 45 days, and will inform you in writing if we need an extension of time up to 90 additional days. Any disclosure of information will cover the previous 12-month period. If we cannot comply with your requests, we will inform you of the reason why.

12.5.3 If a verifiable consumer request is excessive, repetitive, or manifestly unfounded, we may charge a reasonable fee to process the request. If we determine that a fee is applicable, we will explain our reasons for charging a fee, and provide you with an estimate before completing your request.

### **13. CHANGES TO THIS NOTICE**

13.1 This Notice may be amended by us at any time. Please check this page periodically to inform yourself of any changes.

### **14. HOW TO CONTACT US**

14.1 If you have any questions, need further information about our privacy practices, or would like to let us know that your details require updating, please contact us at [privacyinquiries@extremenetworks.com](mailto:privacyinquiries@extremenetworks.com).

14.2 You may also have the right to complain to a data protection authority if you think we have processed your personal information in a manner that is unlawful or breaches your rights. If you have such concerns, we request that you initially contact us (at the email address provided above) so that we can investigate, and hopefully resolve, your concerns.