



China Privacy Policy

November 2023

Introduction

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](#)
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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
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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

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

	<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

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

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](#).

