



## 8x8 EU-U.S. Privacy Shield Framework Supplement to 8x8 Privacy Policies

Effective as of December 15, 2017

8x8, Inc. (“**8x8**”) has certified certain of our services, for which we act as a data processor, under the [EU-U.S. Privacy Shield Framework and Swiss U.S. Privacy Shield Framework](#). The certification of 8x8’s compliance with these frameworks can be found [here](#). This 8x8 EU-U.S. Privacy Shield Framework Supplement to 8x8’s Privacy Policies (this “**Supplement**”) supplements 8x8’s Privacy Policies Covering Customers and Prospective Customers (collectively, the “**Privacy Policies**”) (available [here](#) and [here](#)) with respect to the data within the scope of this Supplement. In the event of a conflict between the terms of this Supplement and those in the Privacy Policies addressing the same subject matter, the terms of this Supplement shall control.

**Scope:** 8x8 adheres to the principles of the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework with respect to personal data of individual residents of European Economic Area member states (“**EU Individuals**”) and residents of Switzerland (“**Swiss Individuals**”) included in the content of communications transmitted, received, or stored by 8x8’s customers or by 8x8 on behalf of its customers in reliance on the Privacy Shield through the following services: 8x8 Virtual Office and 8x8 Virtual Contact Center (“**Personal Data**”).

**Data processed:** 8x8 provides cloud communications services, including virtual private branch exchange and virtual contact center services, to business customers. In providing these services, 8x8 processes the communications our customers transmit, receive, or store through our services or instruct us to process on their behalf. While 8x8’s customers decide what, if any, Personal Data to include in such communications, Personal Data typically includes information about 8x8 customers’ users, their current, prospective, or former customers, or any other person or entity communicating with 8x8 customers.

**Purposes for which data is used:** 8x8 may use Personal Data for providing, managing, deploying, enhancing, or improving our services, as otherwise instructed by the 8x8 customer or other data controller who transmitted, received, or stored the data, or in accordance with contractual requirements. 8x8 may also use Personal Data for other purposes for which the customer or other data controller has obtained the relevant EU Individual’s or Swiss Individual’s consent.

**Inquiries and complaints:** If you are an EU Individual or Swiss Individual covered by Privacy Shield and this Supplement and believe that 8x8 maintains your Personal Data in one of the services within the scope of our Privacy Shield certification, you may submit any privacy or data use concerns concerning such data by email to [privacypolicy@8x8.com](mailto:privacypolicy@8x8.com) or by mail to:

8x8, Inc. 2125  
O'Nel Drive,  
San Jose, CA 95131, USA  
Attention: Privacy

8x8 will respond within 45 days of receiving the communication. If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third party dispute resolution provider, TrustArc, Inc., (free of charge) at <https://feedbackform.truste.com/watchdog/request>. TrustArc has committed to respond to complaints and to provide appropriate recourse at no cost to you. TrustArc's Dispute Resolution process is only available in English. For EU Individuals, if neither 8x8 nor TrustArc resolves your complaint, you may have the possibility to engage in binding arbitration through the Privacy Shield Panel. Currently, the U.S. Department of Commerce and the Swiss Government [have not yet put into place a binding arbitration option](#) for Swiss Individuals.

**Third parties who may receive Personal Data:** 8x8 may disclose Personal Data to its affiliates, as well as to a limited number of third-party business partners, service providers, vendors, suppliers and other contractors (collectively, "**Service Providers**") for the purpose of assisting us in providing, managing, deploying, enhancing, or improving our services. 8x8 maintains contracts with these 8x8 affiliates and Service Providers restricting their access, use and disclosure of Personal Data in compliance with our Privacy Shield obligations, and 8x8 may be liable if such parties fail to meet those obligations and we are responsible for the event giving rise to the damage. We also may share or disclose Personal Data to the extent that the customer or other data controller has obtained the relevant EU Individual's or Swiss Individual's consent.

**Your rights to access, to limit use, and to limit disclosure:** EU Individuals and Swiss Individuals have rights to access their stored Personal Data and to limit its use and disclosure. With our Privacy Shield certification, 8x8 has committed to respect those rights. Because 8x8 personnel have limited ability to access data our customers or other data controllers transmit, receive, or store through our services, if you are an EU Individual or Swiss Individual, covered by Privacy Shield and this Supplement, and you wish to request access to or to limit use or disclosure of your Personal Data, please provide the name of the 8x8 customer or other data controller who transmitted, received, or stored your Personal Data through our services. We will refer your request to that customer or other data controller, and will support that business as needed in responding to your request.

**U.S. Federal Trade Commission enforcement:** 8x8's commitments under the Privacy Shield are subject to the investigatory and enforcement powers of the United States Federal Trade Commission or the applicable United States authorized statutory body.

**Compelled disclosure:** 8x8 may be required to disclose Personal Data in response to lawful requests by public authorities, or administrative or judicial process, including to meet national security or law enforcement requirements.