

Privacy Policy (Circle)

(Last modified: July 26, 2016)

This Privacy Policy was created by Jive Software, Inc. (“Jive”) to inform users about our practices regarding collection, use, and disclosure of information, including personally identifiable information (“personal data”), that we collect through Jive Circle and its associated website www.jivecircle.com (collectively, the “Services”). The use of information collected through the Services shall be limited to the purpose of providing the Services. While the Services may include links or references to non-Jive websites, materials, or entities, this Privacy Policy does not apply to those non-Jive sites, materials, or entities unless otherwise indicated.

Please note that Jive Circle is not intended for use by citizens of EU/EEA countries.

YOUR CONSENT

You should read this entire Privacy Policy before submitting information to Jive or using the Services. Whenever you submit information via the Services or otherwise to Jive (whether online or offline) you consent to the collection, use, and disclosure of that information in accordance with this Privacy Policy.

COPPA REQUIREMENTS

The Services are not directed to children and we do not knowingly collect personal data from children under 13 years of age. Children under the age of 13 should not use or submit any personal data through the Services.

INFORMATION COLLECTION AND USE

The types of personal data typically collected by Jive may include the following, depending on your activities. While we have tried to be complete, this list is not necessarily exhaustive, given that these activities can vary from time to time. If you provide personal information during your use of the Services, you agree that such personal information may be stored on Jive’s servers or third parties’ servers both within the United States and outside of the United States.

- Contact information, including name, title, street address (home, work), postal code, country, telephone numbers (home, work, cell, etc.), email address (home, work), company name, and other similar information.
- Personal/demographic information, including gender, level of education and the like.
- Authentication information, including user IDs, log-in names, passwords, password reminders, etc. (in addition to other personal data such as contact information and the like).
- Transactional information, including products or services you inquire about, or request; payment information, including your credit card type, number, expiration date and billing address for the card.
- User content, including information provided when you use the Services, and all other user submissions and content you provide.
- Type of device you use, operating system version, and the device identifier.

ADDITIONAL INFORMATION

During your use of the Services, some information can be “passively” collected using various technologies, such as cookies, web beacons, and navigational data collection (clickstream, log files, server logs, etc.). Your Internet browser automatically transmits some of this information, such as the URL of the website you just visited and the Internet Protocol (IP) address and browser version currently being used by your computer. Such technologies help us to keep track of your interactions with the Services, and provide you with a more customized experience. Such technologies may include referring/exit pages, platform type, date/time stamp, and number of clicks.

As is the case with many websites, the Services may use cookies and other automated information collection means. Cookies are information about you that is stored on your browser or hard drive. Cookies save you time because you do not need to manually re-enter the information stored on your hard drive. Cookies also help us upgrade the Services and the associated websites by showing when and how users use the Services and the associated websites. You can set your browser to notify you when a cookie is sent or refuse cookies altogether, but certain features of the Services might not work without cookies. We do not recognize or respond to browser-initiated Do Not Track signals.

The use of cookies by our service providers are not covered by this Privacy Policy. We do not have access or

control over these cookies. The Services may also use IP addresses for the same purposes identified above, as well as to analyze trends, administer the Services and associated websites, track users' movements, gather broad demographic information for aggregate use and to confirm that a particular individual affirmed his/her consent to specific legal terms.

We may use web beacons (also known as Internet tags or clear GIFs) on the Services to access and set cookies and otherwise help us to better understand how users are utilizing our websites and services. Information provided by the web beacon includes the computer's IP address, the type of browser being used, and the time that the web beacon was viewed. We may also use web beacons in emails and newsletters so that we know when such communications have been opened and to otherwise help us tailor our communications to individual users.

Finally, we also monitor the performance of the Services in order to manage, maintain, and improve our services and website. We (or our third party providers) may use tools to help prevent and block "spam" communications, viruses, spyware, and other harmful or unwanted communications and programs on the website. These tools may automatically scan any content you upload through the website (or using functionality available via the website) in order to help us protect you and the website against these harmful or unwanted communications and programs. However, these tools do not collect or disclose personally identifiable information about you.

Jive uses personal data about users for a wide range of purposes. We use it to respond to your requests (including requests for newsletter subscriptions, materials, support, and so on); to provide products or services that you have ordered; to process your order transactions and contact you regarding your order; to provide materials you have requested; to invite and help you participate in a range of online and offline events, and/or activities; to allow you to post information and other content online (including in response to other postings); to improve our products, services, and websites; to follow up with you after you have communicated with us or submitted information to us; to send promotional communications or offers (unless you have requested that we not send such communications); for marketing and research purposes; for internal and/or external training, quality assurance, and other purposes (including without limitation, call center recordings); to allow you to contact another person; for legal and contractual reasons; to address your interests and concerns; and as otherwise specified in this Privacy Policy and/or at the point of personal data collection. Here are some additional details on our use of the data we collect:

- Jive may use personal information such as name, title, street address, phone number, email address, title, and/or company name to conduct transactions with you, process your order, contact you about your order, and so on.
- You are responsible for any content you place in the Services. Before submitting any user-generated content to the Services, please keep in mind that anything you make available as a participant in an online community or submit for posting by Jive may be made available for others to see; you should therefore carefully consider whether you wish to submit personal data, or any data, for these purposes.
- To request removal of your personal information from the Services contact us at privacy@jivesoftware.com. In some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.
- We provide a number of ways for you to contact us to ask questions, provide comments, or share concerns. This may occur, for example, via the "contact us" sections on Jive's websites, or postal mail. Depending on the circumstances, we may collect your name, title, contact information, message type, case number (if tied to a previous issue), comments, and other types of data relevant to the specific situation (e.g., product involved, use of the product, any problems with the product, and the like).
- We provide a number of ways for you to request materials from us, such as newsletters, blog/rss feeds, brochures, product literature, and the like. Jive may collect and use contact name, title, contact information, demographic information, preferences, and other information relevant to responding to your request.
- We may use your contact information to tell you about other products and services that we believe might be of interest. If at any time you do not want communications for promotional purposes, please let us know.

This list is for illustrative purposes only and should not be considered exhaustive. We will share your personal information with third parties only in the ways that are described in this privacy statement. We do not sell your personal information to third parties. We may disclose personal data you provide to our affiliates and partners and to consultants, service providers, and contractors that we use to support our business and operations (e.g., analytics services, delivery services, financial institutions, fulfillment services, technical support, advertising, public relations, media and marketing services, legal services, call-in centers, e-commerce and other web-related

services such as web hosting and web monitoring services, and event-related services such as online and offline data capture services) who have agreed to keep the information confidential and use it only to provide the applicable service(s). In some cases, we work with other companies who help to gather information from you or help us to communicate with you. We may also disclose personal data to third parties (including without limitation, governmental agencies) if required to do so by law, regulation, or court order; to respond to governmental and/or law enforcement requests; to identify, contact, or bring legal action against someone who may be causing injury to or interfering with our (or others') rights or property; to support any claim, defense, or declaration in a case or before any jurisdictional and/or administrative authority, arbitration, or mediation panel; or in connection with disciplinary actions/investigations. Likewise, we may disclose personal data to third parties in connection with the sale, assignment, or other transfer of Jive, its business or the website to which such data applies. In the event that Jive goes through a business transition, such as a merger, acquisition by another company or sale of a portion of its assets, our customers' personal information may be part of the assets transferred.

Customers will be notified via prominent notice on our website prior to a change of ownership or control of their personal information. If, as a result of the business transaction, your personal data will be used in a manner materially different from that stated at the time of collection, you will be notified consistent with our Privacy Policy. The recipients of customers' personal data, and more generally these disclosures, may be located in the United States or other jurisdictions that might not provide a level of protection equivalent to the laws in your jurisdiction. By submitting personal data to Jive, you consent to the transfer of such personal data outside your jurisdiction. We may make full use of all information that is de-identified or otherwise not in personally identifiable form, including without limitation, user-generated content.

SECURITY

Jive takes appropriate steps to protect personal data from loss, misuse, and unauthorized access, disclosure, alteration, or destruction, whether in transmission or storage. Please keep in mind, however, that there is no such thing as perfect security, and no Internet transmission is ever completely secure or error-free. Moreover, you are responsible for maintaining the confidentiality of any user name and password you use. If you have any questions about the security of the Services, you can contact us at privacy@jivesoftware.com.

RETENTION

Jive will retain any provided information for as long as needed to provide the Services. Jive will retain and use this personal information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

IT'S YOUR CHOICE: CONTACT PREFERENCES

We want to keep in touch with you in ways that you find to be beneficial. By submitting personal contact information, you are agreeing that we may communicate with you via email, telephone, direct mail, and/or other means of communication. If you don't want us to use your contact information for promotional purposes (such as to tell you about other products and services that might be of interest), please tell us that when you provide your contact information. You can also let us know your preference later by contacting us as specified in the "Contact Us" section below, or by following the unsubscribe instructions in various communications that we may send you. Keep in mind that these preferences regarding promotional contacts do not mean that we might not contact you for other reasons, such as those related to an order you placed, an inquiry you made, a newsletter to which you may have subscribed (unless you have unsubscribed), a membership you undertook, an event for which you registered, a legally required notice, and so on.

YOUR CALIFORNIA PRIVACY RIGHTS

California Civil Code Section 1798.83 permits customers who are California residents to request that Jive not share their personal data with third parties for such parties' direct marketing purposes. To make such a request, send an e-mail with "California Privacy" in the subject line to privacy@jivesoftware.com or write to us: Attention: Consumer Relations — CA Privacy Issues Attn: Jive Software – General Counsel 915 SW Stark Street, Suite 200 Portland, OR 97205.

CONTACT US

If you have questions or concerns related to this Privacy Policy or Jive's information practices, would like to update or correct information you have provided, or would like to opt out of future communications, please contact us as follows:

Webmaster,Jive
915 SW Stark Street, Suite 200
Portland, OR 97205

Or email privacy@jivesoftware.com.

CHANGES TO THIS PRIVACY POLICY

If this Privacy Policy changes, the revised policy will include a new effective date and will be posted on this page. If we make any material changes we will notify you by email (sent to the e-mail address specified in your account) or by means of a notice on this Site prior to the change becoming effective. Be sure to check the Privacy Policy whenever you submit personal data. The effective date of this Privacy Policy is the date first set forth above. Your continued use of the Services following the posting of any amendment will constitute your acceptance of that amendment.