InContact Website Policy

A. PERSONAL INFORMATION THAT INCONTACT. COLLECTS

In the course of downloading white papers or other information collateral, or while completing contact forms on our site, we will require you to provide personal information (e.g., your name, phone number, email address, employer, job title, general areas of interest, etc.). We will explicitly indicate the fields designated for mandatory completion. If you do not enter the requisite data in the mandatory fields, you will not be able complete the relevant contact form. It's important that you understand there is no requirement by law for you to provide inContact, with your personal details – the information you share with us is entirely voluntary.

We request that you provide inContact with complete, accurate and correct details. Your failure to do so will likely result in inContact being unable to contact you about your inquiries into our Services.

If, at any time, you provide inContact with personal details about another person, you expressly represent and warrant that you received that person's explicit written consent to provide such details to inContact and that that person is capable of providing that consent..

CONTENT THAT YOU PROVIDE FOR PUBLICATION ON THE WEBSITE

From time to time, inContact may enable you to post content on its Website (i.e., such content may appear on a blog, in a community forum, etc.), or to provide inContact with content that inContact will post. In either scenario, by making available such content to inContact, you expressly acknowledge, agree and warrant that: (i) such content may be published on inContact's Website; (ii) such content may be used by inContact in various other capacities and for various purposes as inContact deems appropriate, including without limitation, improving inContact's Services and managing complaints; and (iii) such content does not violate any other person's

right to privacy, does not violate any applicable laws, and does not otherwise infringe any other party's intellectual property rights. In addition to the foregoing, you should be aware that any content you provide in these areas may be read, collected, and used by others. Based on the foregoing, we ask that any content you provide to inContact **DOES NOT INCLUDE ANY PERSONAL INFORMATION ABOUT YOU OR ANYONE ELSE**.

If, at some point, you request the removal of your content from our Website, inContact will undertake reasonable efforts to accommodate your request, but it may not be possible to do so. If that should happen, we'll notify you accordingly.

CHILDREN'S ONLINE PRIVACY INFORMATION

inContact does not knowingly collect personal information from minors who are under the age of 16 through the Website and/or the Services thereon. If a parent or guardian becomes aware that his or her child has provided us with personally identifiable information without his/her consent, then he or she should contact inContact at the information described below. If we become aware that a child under the age of 16 has provided us with personally identifiable information, we will delete such information from our files. Further, the Children's Online Privacy Protection Act ("COPPA") requires parental consent for collection of data from children younger than the age of 13 years old. For tips on protecting children's privacy online, generally, please view the U.S. Federal Trade Commission ("FTC") website at COPPA

COOKIES

1. What is a cookie?
A cookie is a small text file that is stored in your web browser that allows inContact or a third party to recognize you. Cookies might be used for the following purposes: (1) to enable certain functions; (2) to provide analytics; (3) to store your preferences; and (4) to enable ad delivery and behavioral advertising.

Cookies can either be session cookies or persistent cookies. A session cookie expires automatically when you close your browser. A persistent cookie will remain until it expires or

you delete your cookies. Expiration dates are set in the cookies themselves; some may expire after a few minutes while others may expire after multiple years. Cookies placed by the website you're visiting are sometimes called "first party cookies," while cookies placed by other companies are sometimes called "third party cookies."

2. What cookies are used when I use the inContact Properties?

When you access and/or use any of the inContact Properties, inContact or a third party may place a number of cookies in your browser. Some of the cookies will only be used if you use certain features or select certain preferences, and some cookies will always be used.

Each cookie serves one of four different purposes:

A. *Essential Cookies***:** These first party cookies allow users to use a feature of the inContact Properties such as: (i) staying logged in, or (ii) making purchases.

B. *Analytics Cookies***:** These cookies track information about how the inContact Properties are being used so that we can make improvements and report on our performance. We may also use analytics cookies to test new ads, pages or features to see how users react to them. Analytics cookies may either be first party or third party cookies.

C. *Preference Cookies***:** These first party cookies store your inContact Properties preferences.

D. *Ad Targeting Cookies***:** These third party cookies (also known as "behavioral" or "targeted" advertising are placed by advertising platforms or networks in order to: (i) deliver ads and tracks ad performance, and (ii) enable advertising networks to deliver ads that may be relevant based upon your activities.

Finally, we may set cookies within emails we send to you (if you have consented to receiving emails from us). These cookies are used to track how often our emails are opened and clicked on by our customers. You can manage email cookies in the same way as website cookies, as explained above.

3. How do third parties use cookies on the inContact Properties?

Third party companies like analytics companies and ad networks generally use cookies to collect

user information on an anonymous basis. They may use that information to build a profile of your activities on the inContact Properties and other websites that you've visited.

4. What are my cookie options?

If you don't like the idea of cookies or certain types of cookies, you can change your browser's settings to delete cookies that have already been set and to not accept new cookies. To learn more about how to do this, visit the help pages of your browser. Please note, however, that if you delete cookies or do not accept them, you might not be able to use all of the features we offer, you may not be able to store your preferences, and some of our pages might not display properly.

You may also opt out of third party cookies by following the instructions provided by each third party in its privacy policy.

5. Do you use any other user tracking technologies?

We use additional technologies to help track user activities and preferences. For example, we use web beacons (also known as clear gifs, pixel tags or web bugs). Web beacons are tiny graphics (about the size of period) with a unique identifier that are embedded invisibly on web pages or emails. They are used to track user activities and communicate with cookies. You cannot opt out of web beacons used in webpages, but you can limit their use by opting out of the cookies they interact with. You can opt out of web beacons used in emails by setting your email client to render emails in text mode only. Finally, we use local storage to facilitate certain functions, but we do not retain the data captured via local storage.

6. Interest Based Advertising

We and third parties engage in interest-based advertising provided by vendors in order to deliver advertisements and personalized content that we and other advertisers believe will be of interest to you. To the extent third-parties are using cookies or other technologies to perform these services, inContact does not control the use of this technology or the resulting information for online, mobile, or email advertising, and is not responsible for any actions or policies of such third parties. Advertisements, emails, and other messages may be delivered to you by inContact or its service providers based on your online or mobile behavior, your search activity, your geographic location or other information that is collected by us or obtained from third parties. You may also see advertisements for third parties, other websites or properties, or on your

mobile device, based on your visits to, and activities on, the inContact Properties. inContact and some of our vendors may use our own or third-party aggregated or anonymized personal information, demographic data, and other inferred commercial interests to assist in the delivery of our advertisements to you.

In addition, we and our business partners use third parties to establish deterministic or probabilistic connections among devices (such as smartphones, tablets, and computers) to deliver more relevant advertising to you and for advertising analytics and reporting purposes. This means that information about your use of websites or applications on your current device may be combined with information from your other devices. We also may share this information and other inferences with third parties to allow them to target advertising, personalize content, or analyze behavior. This allows, for example, advertisements you see on your tablet to be based on activities you engaged in on your smartphone. These business partners may share and combine information from cookies with identifiers (such as device IDs assigned by Google or Apple) and IP addresses to make connections among related devices. This also allows for a more personalized experience across the inContact Properties.

If you have any questions about our Cookie Policy, you may contact us by sending an email to privacy@niceincontact.com or by writing to us at:

Nice Ltd.
22 Zarhin Street
P.O. Box
4310602 Ra'anana
Israel

SOCIAL MEDIA FEATURES

Our Website includes social media features, such as the Facebook "LIKE" button/icon. These features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the feature to function properly. Social media features are either hosted by a

third party or hosted directly on our Website. Your interactions with these features are governed by the privacy policy of the company providing it.

LINKS TO THIRD PARTY SITES

This Website contains links to other sites that are not owned or controlled by inContact. Please be aware that we are not responsible for the privacy practices of such other sites. We encourage you to be aware when you leave our site and to read the privacy statements of each and every web site that collects personally identifiable information. This privacy statement applies only to information collected by this Website.