



Calix CommandIQ[®] Mobile Application Privacy Policy

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What is covered by this Privacy Policy

CommandIQ is an application developed by Calix, Inc. for use by subscribers of broadband service providers (BSPs) who purchase cloud and software services from Calix, Inc. Calix, Inc. is a processor of (or service provider for) its BSP's subscriber personal information under applicable privacy and data protection laws. Your BSP provider is the controller of (or business for) its subscriber personal information. In other words, your BSP determines how and why your information is processed. As such, subscribers should refer to their BSP's privacy notice for details on how the BSP processes subscriber personal information.

Privacy Policy applies for any use of the App

This Privacy Policy applies to the App described in the CommandIQ Mobile Application End User License Agreement (the "**Agreement**"). Please read your BSP's privacy notice and this Privacy Policy carefully to understand how information collected by the App will be treated. If you do not agree with your BSP's privacy notice and this Privacy Policy, you should not install, use, or access the App.

Children Under the Age of 16

The App is not intended for children under 16 years of age, and on behalf of its BSPs, Calix does not knowingly collect personal data of children under 16, without parental consent. If Calix learns that personal data from a child under 16 has been obtained or received without verification of parental consent, Calix will delete that information. If you believe Calix might have any information from or about a child under 16, please notify Calix by completing a Request Form (<https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsubmit-irm.trustarc.com%2Fservices%2Fvalidation%2Fc1635369-a9d7-40c5-8dcf-b4eeb198108f&data=05%7C01%7CCarmel.Gill%40calix.com%7C0207bb6e3b134a6d208408db> the link will take you to TrustArc, whom Calix has engaged to assist with personal information requests).

How Calix Collects Your Information

On behalf of your BSP, Calix collects and processes information provided directly by you when you install the App and register for an account to use the App. Specifically, this information includes:

- Your name, email address, password/pin, preferred language, and your account number with your BSP;
- Information about the equipment deployed at your premises that you choose to connect to the App such as the MAC address, serial number or other unique identifier for your router;
- Data insights Calix attains based on correlation and analytics of your information collected in providing the App, and user-associated analytics to improve the quality of the app experience.

How Calix Uses the Information

On behalf of your BSP, Calix uses the information collected as described in this Privacy Policy, to:

- Provide you with the App and the Services/notifications provided through the App as described in the Agreement;
- Implement, improve and/or enhance the App or to provide App features, including to make future releases available to you;
- Carry out Calix's obligations as described or authorized in the Agreement, your BSP's privacy notice, and this Privacy Policy;
- Enforce Calix's rights arising from the Agreement between you and Calix; and
- Fulfill any other purpose authorized by you and reasonably required for the App.

Your BSP may also use the information collected as described in this Privacy Policy, to inform you about goods and services that may be of interest to you.

Disclosure of Information

Calix does not sell or otherwise distribute or disclose your information to third parties other than as described or authorized in the Agreement, including this Privacy Policy.

Calix discloses the information to its subsidiaries, affiliates and certain third-party vendors and contractors that provide development, integration, web hosting and consulting services to Calix to provide you with the App, to maintain, support, develop, improve and/or enhance the App and to fulfill Calix obligations associated with the App.

Calix may be required to disclose information under certain circumstances:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request;
- To enforce Calix's rights arising from the Agreement entered into between you and Calix;
- If Calix believes disclosure is necessary or appropriate to protect the rights, property, or safety of Calix, its customers or other third parties; or
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Calix's assets,

whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which your information and/or your subscriber information held by Calix are among the assets transferred.

Your Choices About Our Collection, Use, and Disclosure of Information

The provision of the information described in this Privacy Policy is necessary for you to use the App.

Your information is retained and used as described in this Privacy Policy. If you delete your account for the App in accordance with the terms of the Agreement, your information will be deleted within 30 days of the deletion of such account or within such other timeline as may be mandated by applicable law. You will no longer be able to access the App when your account is deleted.

Accessing and Correcting Information

You can (a) access and review your contact information, and (b) correct your contact information, by logging into the App and visiting the settings page. To access, review or correct any other information, please reach out to your BSP.

Data Security

All information you provide to us is stored on our secure servers behind firewalls. Calix utilizes mechanisms such as intrusion detection systems, intrusion prevention systems, firewalls and encryption to secure information from accidental loss and from unauthorized access, use, alteration, and disclosure.

Calix deploys Intrusion Detection Systems (IDS) and Intrusion Prevention Systems (IPS) to alert and proactively contain potential threats. Enhanced security visibility and coverage is enabled through added layers of firewall and IDS beyond the network perimeter.

Management connections to servers are always authenticated and encrypted via Secure Shell (SSH) when administration access is required for troubleshooting, patch management, and upgrades.

Calix runs automated vulnerability scanning on all perimeter systems to identify potential security risks. Scanning applications are regularly updated to remain current and up to date on important security vulnerabilities. Patches are applied to all relevant systems unless a compensating control is implemented.

Calix uses a variety of industry-standard security technologies and best practices to help protect information from unauthorized access, use, or disclosure. All data stored on the Calix systems is encrypted following industry standards using the strongest keys and ciphers. All communications with the App are protected with industry standard security protocols.

You control access to your account. You must keep your login credentials and passwords secure and protected and maintained as confidential. Calix is not responsible for any circumvention of any privacy settings or security measures provided.

Changes to this Privacy Policy

The date the Privacy Policy was last revised is identified at the end of this Privacy Policy. You are responsible for periodically visiting this Privacy Policy to check for any changes.

Contact Information

For questions about your service, please contact your BSP directly. To ask questions or comment about this Privacy Policy and Calix's privacy practices for the Cloud Services provided to your BSP, contact your BSP or complete this Request Form

(<https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsubmit-irm.trustarc.com%2Fservices%2Fvalidation%2Fc1635369-a9d7-40c5-8dcf-b4eeb198108f&data=05%7C01%7CCarmel.Gill%40calix.com%7C0207bb6e3b134a6d208408db> the link will take you to TrustArc, whom Calix has engaged to assist with personal information requests).

Last updated: May 2023

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On behalf of your DSP, Calix collects and processes inform

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