

Yealink Global Privacy Statement

Published time: August 16, 2024

Yealink Network Technology Co., Ltd ("Yealink") is committed to protecting your privacy. Your privacy is very important to us, so we have developed this statement to explain how we collect, use and process personal information. This privacy statement is specific to the products and services provided by Yealink. It is different from the privacy policy of Yealink's official website. If you use the services of Yealink's official website, you can view [the privacy policy of Yealink's official website](#).

This privacy statement will help you understand the following:

- 1. The information we collect**
- 2. How we use your information**
- 3. How we share, transfer and disclose your personal information**
- 4. Access to your personal information and its accuracy**
- 5. The security of your personal information**
- 6. Storage and processing of your personal information**
- 7. Children's privacy**
- 8. Data subject's rights**
- 9. California privacy rights**
- 10. Updates to this statement**
- 11. How to contact us**

1. The information we collect

The personal information we may collect or process depends on the types of products or services you use. If you select or use one or more types of products or services, you may view the personal data collected by the following products or services:

- **SIP Phone**

SIP Phone does not actively collect and store users' personal data. Only when you report a problem with the device to us, you are required to export a log and provide it to us for processing, this log only describes the objective state of the device, it does not involve the user's personal data.

- **Teams/Zoom Phone**

About Teams/Zoom Phone, Yealink does not collect and store your personal data. When the device collects your account information such as user name, email, etc., this information will be stored in the Microsoft/Zoom platform. You can view the [Microsoft Privacy Statement](#) and the [Zoom Privacy Statement](#).

- **Conference room terminal devices**

(including MVC/ZVC/MeetingBoard/AX0/BYOD/ProAV)

Terminal devices do not collect your personal data. If you encounter problems and need our assistance, you may be required to provide a log, but the log only relates to the objective state of the device, does not involve the collection of personal data. For the AI function in the device, face and voice print information is required when the Multi-Stream IntelliFrame function is started, but this data will be stored in Microsoft and we will not collect and store it. You can view [Microsoft privacy Statement](#).

- **Headset**

Headset do not collect your personal data. If you encounter problems and need our assistance, you may be required to provide a log, but the log only relates to the objective state of the device, does not involve the collection of personal data.

- **Yealink USB Connect (YUC)**

Yealink USB Connect is a native tool for your USB device management setup that fits all headsets, cameras, and desktop hands-free phones. YUC will not actively collect your personal information. When you use YUC, YUC will collect the objective status of your device, such as software version, hardware version and SN of the device. If you encounter problems in the use of the device and need our assistance, you may be required to export the log through YUC, log only refers to the objective state of the device. When you give us feedback the question, you may fill in your contact information and we will protect your personal information according to this statement.

- **Yealink Management Cloud Service (YMCS)**

YMCS enables customers admin to manage devices of Yealink, such as SIP phones, meeting room devices, etc. allowing for deployment, configuration and ongoing maintenance. The core capabilities of YMCS are: devices management, device diagnosis. The platform is an optional service that requires enterprise administrators to register and actively opt in.

When you use the YMCS, in order to provide services to you, the platform needs to collect some of your YMCS admin account information such as Email, User

credentials, device data. If you would like to know more privacy information relating to the YMCS, please refer to the [YMCS privacy policy](#).

2. How We Use Your Personal Information

We use your personal information primarily for the purpose of providing services to you, but we may also interact with you for the purpose of providing better services to other users. For example:

- Contract performance, or delivery of products or services;
- Create and manage user accounts;
- Provide products and solutions; allow you to use certain features;
- Send information to you, including information related to customer satisfaction or marketing purposes.

If you choose to provide a third party's personal information (such as name, email address, and phone number) to Yealink, you receive permission from the third party. If you would like to decline to do so with certain services, such as sending you marketing messages, you may cancel your subscription or contact us.

3. How We Share, Transfer and Disclose Your Personal Information

We do not share, provide, disclose, sell, lease or trade your personal data with any non-affiliated third parties, except with your prior permission or if the third party and us perform a service for you separately or jointly and, after that service ends, the third party is prohibited from access to all that data, including all to which it previously had access.

4. Access to Your Personal Information and Its Accuracy

We need your help to ensure that your personal information is accurate and current. We provide the following options to enable you to access, correct, hide or delete your personal information:

- If you wish to exercise access and request correction or deactivation while Yealink is acting as a "data processor," Yealink will direct you to the data controller in accordance with applicable data protection laws.
- If you need to access, correct, hide or delete your personal information, you can contact us directly at privacy@yealink.com. We will respond to your request within 30 days. If we cannot comply with your request or need more time, we will provide an explanation.

5. Security of Your Personal Information

We take reasonable and appropriate measures to safeguard the personal information entrusted to us and to handle such information securely in accordance with this Privacy Statement. Yealink implements physical, technical and organizational safeguards designed to protect your personal information against accidental or unlawful destruction, loss, alteration, unauthorized disclosure or access. We also contractually require our suppliers to protect such information against accidental or unlawful destruction, loss, alteration, unauthorized disclosure or access.

6. Storage and Processing of Your Personal Information

We will retain your personal information as necessary in order to fulfill the purpose for which we collected the information. We do not retain personal information in an identifiable form when the purpose for which we collected the personal information has been fulfilled and we are no longer legally or business required to retain such personally identifiable information. At this point, the data will be destroyed, deleted, anonymized and/or deleted from our systems.

7. Children's Privacy

Yealink does not intentionally collect Children's personal information without the appropriate consent of parent or guardian. If you believe that we may have collected personal information from a person who has not reached the legal age in your country/region and without the appropriate consent, please contact us. We will take appropriate steps to promptly investigate and resolve the issue.

8. Data Subject Rights

We comply with Applicable Laws, such as the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA). We assert your legal rights as a data subject.

Your rights as a data subject to our processing of your personal data include:

- **Rights to Access and/or Portability:** you have the right to access any personal data that we hold about you, and in certain circumstances, we may provide such data to you so that you can provide or "port" such data to another provider;
- **Right to Delete:** you have the right to delete personal data that we hold about you in certain circumstances (for example, if it is no longer necessary to fulfill the purpose for which it was originally collected);
- **Right to Object:** in certain circumstances, you have the right to ask us to stop processing personal data and/or sending marketing information to you;
- **Right to Correct:** you have the right to ask us to correct any personal data that is inaccurate or incomplete;
- **Right to Limit Processing:** you have the right to ask us to limit our processing of your personal data in certain circumstances (for example, if you believe that the personal data we hold about you that we hold is inaccurate or unlawful).

If you would like to enforce your rights or have any other concerns about our use of your personal data, you may contact us directly. Please note that we may ask you to provide us with further information to confirm your identity and ensure your rights to access the personal data in question.

9. California Privacy Rights

California residents have certain rights with respect to Yealink's collection, use and sharing of their personal information under the California Consumer Privacy Act of 2018 and amendments thereto, including the California Privacy Rights Act of 2020 (collectively, the "CCPA"). We do not sell your personal information, and we will not sell your personal information in the future without providing you with notice and an opportunity to opt out. If you would like notice in another format, please email us at privacy@yealink.com.

10. Updates to Privacy Statement

We may update this Privacy Statement from time to time. If we amend our Privacy Statement, we will post the amendment on our website with the date of the updated amendment. If we make material changes to our Privacy Statement, we may also notify you by other means, such as posting a notice on our website or sending you notice by email. If you continue to use our website or solutions after such amendments take effect, you agree to and will be bound by such amendments.

11. How to Contact Us

If you have any questions or comments regarding this Privacy Statement, please contact us by email at:

Data Protection Officer

PAN JIANBIAO (Jim)

Privacy@yealink.com

No.666, Hu'an road, Huli district, Xiamen, China