The data privacy regulations of some countries require that a person making a report containing personal data must be notified of certain rights and collection, use, disclosure and retention practices regarding the information submitted by that person and must expressly consent to the terms and conditions for the use of this service.

You are being asked to read and expressly consent to the terms contained below. If you do not wish to expressly consent to the terms below, we are unable to accept any information through this system and you should report this matter directly to your management or to a People Team, Compliance or Legal representative.

This service is a web and phone-based intake system provided by Nuance to its employees, vendors, suppliers and business partners and those of its subsidiaries for reporting suspected violations of laws or regulations, our Code of Conduct or company policies.

In certain countries, this service may also be used to report suspected violations of other matters. This service and the database in which the personal data and information that you may report is stored and operated by NAVEX Global.

To proceed further, you must read this notice in its entirety. If you agree, check the I CONSENT box that follows. You will then be able to submit a report or question using this service. If you do not provide your consent, you will not be able to submit a report or question through this service.

1. Use of this service

Use of this service is entirely voluntary. You are encouraged to report possible violations directly to management or to a People Team, Compliance or Legal representative. If you feel that you are unable to do so, you may use this service to make your report.

The purpose of this service is to provide a confidential online reporting system that allows you to report suspected violations of law or company policies, as well as other concerns or questions you may have, to Nuance. In certain countries, Nuance may only accept reports through this service on limited topics, generally restricted to financial, accounting, auditing, bribery, competition law, discrimination and harassment and environment, health, hygiene, and safety matters. If your concern pertains to a matter that, under local law, may not be accepted by Nuance through this service, you will need to contact management or a People Team, Compliance or Legal representative to report the matter.

Please note that we are only able to receive and process reports through this service if you confirm that you have read and taken note of this Privacy Notice and expressly consent to the processing of the reports and your personal information as described below by clicking the I
CONSENT box. If you do not consent then you may not use this service to file a report and should contact management or a People Team, Compliance or Legal representative to report the matter.

Please be aware that the information you supply about yourself, your colleagues, or any aspect of the company’s operations may result in decisions that affect others. Therefore, we ask that you only provide information that you believe is true. You will not be subject to retaliation from Nuance for any report of a suspected violation that is made in good faith, even if it later turns out to be factually incorrect. Please be aware, however, that knowingly providing false or misleading information will not be tolerated. The information you submit will be treated confidentially except in cases where this is not possible because of legal requirements or in order to conduct an investigation, in which case the information will be handled sensitively. We encourage you to identify yourself in order for us to follow up with questions we may have.

2. What personal data and information is collected and processed?

This service captures the following personal data and information that you provide when you make a report and these identifiers include:

(A) your name and contact details (unless you report anonymously) and Professional or employment-related information such as whether you are employed by Nuance; (ii) the name and other personal data of the persons you name in your report if you provide such information (i.e.: description of functions and contact details); and (iii) a description of the alleged misconduct as well as a description of the circumstances of the incident.

Note that some country laws may not allow anonymous reporting; however, your personal information will be treated confidentially and will only be disclosed as set out below.

(B) For California residents: (i) Identifiers, such as your real name, alias, postal address, unique personal identifier online identifier, Internet Protocol address, email address, account name, and other similar identifiers; (ii) Personal information categories listed in the California Customer Records provisions, including telephone number, and payment information, such as your credit card number; (iii) Characteristics of protected classifications under California or federal law, such as your gender and age; (iv) Commercial information, such as the record of Nuance products or services purchased, obtained or considered; (v) Internet or other electronic network activity information, such as session logs; (vi) Geolocation data; (vii) Audio, electronic, visual, or similar information, such as voice recording, voice prints, keystrokes and photos; (viii) Professional or employment-related information; (ix) Inferences drawn from any of the above information to create a profile reflecting your preferences, characteristics, behavior, abilities, and aptitudes.
3. **How will the personal data and information be processed after your report and who may access personal data and information?**

The personal data and information you provide will be stored in a database which is located on servers hosted and operated by NAVEX Global in the United States. NAVEX Global has entered into contractual commitments with Nuance to limit NAVEX’s use of the personal data to provide service to Nuance and to secure the information you provide in accordance with applicable law. Personal data and information provided in a report may be transferred outside of the country of origin, United Kingdom, the European Union, and/or the European Economic Area for the purpose of providing interpretations or administration of this service and you expressly consent to such international transfer of your personal data. NAVEX Global is committed to maintaining compliance with applicable data protection requirements and adheres to stringent privacy and security practices. Nuance does not sell your personal information. For the purpose of processing and investigating your report and subject to the provisions of local law, the personal data and information you provide may be accessed, processed and used by the relevant personnel of Nuance, including the People Team, Finance, Internal Audit, Legal, Corporate Compliance, management, external advisors (e.g. legal advisors), or, in limited circumstances, by technical staff at NAVEX Global. Those individuals may be located in the United States or elsewhere.

Personal data and information you provide may also be disclosed to the police and/or other enforcement or regulatory authorities. The relevant bodies that receive and process personal data can be located in the U.S. or in another country that may not provide the level of data protection available in the EU or other jurisdictions with more stringent data protection laws.

The personal data you provide will be kept as long as necessary to process your report, or, if applicable, as long as necessary to initiate sanctions or to meet our legal or financial needs.

4. **Accessing information concerning the report**

Nuance will promptly notify any person who is the subject of a report to this service, except where notice needs to be delayed to ensure the integrity of the investigation and preservation of relevant information. Further, you have the right to request access, correction, or erasure of personal data or to object to the processing or receive a copy of the personal data held through this service. Any such request should be directed to Nuance via privacy@nuance.com. You also have the right to lodge a complaint with the relevant supervisory authority.

In some cases, the subject of the report may access information concerning the report, including the source from which the report originates, (with the exception of the identity of the reporter), and request correction of personal data that is inaccurate or incomplete in accordance with applicable law. To make any such corrections, please contact privacy@nuance.com.
5. **Special country regulations**

Throughout much of the European Union and surrounding areas, reports can only be made relating to limited topics, typically accounting, auditing, bribery, competition law, discrimination and harassment and environment, health, hygiene, and safety matters. Further, some countries restrict reports such that only employees in key or management functions may be the subject of a report.

Any issues or concerns relating to topics not permitted by law to be reported via this service should be reported directly to management or to a People Team, Compliance or Legal representative as appropriate for the subject matter of the possible violation. In some countries, anonymous reports may not be permitted under the law except under extremely restrictive circumstances.