



# Insights

End User Agreement & Privacy Policy

# End User Agreement

BY DOWNLOADING OR USING TTEC SERVICES, OR ATTEMPTING TO DO ANY OF THESE, CLIENT ACCEPTS THESE TERMS. IF CLIENT DOES NOT ACCEPT THEM, CLIENT HAS NO RIGHT TO AND MUST NOT DOWNLOAD OR USE THE TTEC SERVICES. IF CLIENT COMPLIES WITH THESE TERMS, THE CLIENT HAS THE RIGHTS BELOW. IF YOU ARE ACCEPTING THESE TERMS ON BEHALF OF ANOTHER PERSON OR A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT AND WARRANT THAT YOU HAVE FULL AUTHORITY TO BIND THAT PERSON, COMPANY, OR LEGAL ENTITY TO THESE TERMS AND CONDITIONS. TTEC MAY UPDATE THESE TERMS AT ANY TIME AND WILL NOTIFY CLIENT OF SUCH CHANGES BY UPDATING THE LAST UPDATED DATE. BY CONTINUING TO USE THE TTEC SERVICES AFTER THE CHANGES BECOME EFFECTIVE, THE CLIENT AGREES TO THE UPDATED TERMS. IF CLIENT DOES NOT AGREE TO THE UPDATED TERMS, CLIENT MUST CEASE USE OF THE TTEC SERVICES.

## Access and Use Rights

This End User Agreement ("EUA") is a legal agreement between TTEC Digital, LLC or other TTEC entity noted in the associated order ("TTEC"), and the Client. TTEC hereby grants to Client a nonexclusive, nontransferable, worldwide, revocable, right to access and use TTEC Services during the subscription period and solely for Client's internal business use and within Client's own business unit for the quantities for which Client has paid the applicable subscription fee. Client has no right to receive a copy of the object or source code version of the TTEC Services. Client agrees that TTEC shall have the right to use anonymized user data (i.e., data that is not identifiable to any specific individual) for its own business and reporting purposes and such right shall survive any termination of this EUA. TTEC may track Client's usage of the product usage for purposes including but, not limited to, information security, preventing unauthorized use of the product, accurate billing and to ensure application stability and scalability. The access and use of the TTEC Services is subject to payment of the subscription fee and the fulfillment of all requirements stipulated in this EUA. Client acknowledges and agrees that the TTEC Services may leverage third party software, including but not limited to open-source software or freeware.

## Restrictions on Use

Except as expressly permitted by this EUA or applicable laws, Client agrees not and shall not permit others to (a) copy, modify, decompile, reverse engineer, disassemble, or otherwise discover, or to sell, rent, lease, transfer, sublicense, or loan the TTEC Services or use TTEC Services as a service bureau, in whole or part; (b) create derivative works of the TTEC Services; (c) access the TTEC Services to build a competitive product or service or assist a third party to do so; (d) copy any feature, function, integrations, or interfaces of the TTEC Services; and/or (e) disclose the results of any performance, functionality evaluation or benchmarking to a third party without the express written approval of TTEC. In addition, without the prior express written consent of TTEC, Client shall not perform any technical, application or infrastructure security integrity review, penetration test, or vulnerability scan of the TTEC Services. TTEC reserves all right, title, and interest in and to the TTEC Services not explicitly granted herein, including without limitation all copyrights, patents, and any other proprietary rights and all derivatives and modifications thereto. Client shall not remove or obscure any copyright notices or proprietary legends contained within the TTEC Services or Documentation (defined below).

## Support

This EUA grants the Client a limited right to use the TTEC Services only for the subscribed period. Standard Support for the licensed TTEC Services is included in the applicable subscription fee. Standard Support includes the installation of generally available upgrades (major and minor, as provided to all Clients from time to time), as described in the Documentation (defined below).

## Subscription Fees

Client shall pay the subscription fee for the TTEC Services in the amounts, currency, and in accordance with the payment terms stipulated on the applicable purchasing vehicle, including but not limited to an order, quote, proposal, or any portal or marketplace where the TTEC Services are legally being offered for subscription.

## Term and Termination

If Client fails to comply with any term(s) of this EUA, Client's rights under this EUA will terminate automatically without notice from TTEC. Upon termination and regardless of cause, (i) Client shall destroy all copies of the TTEC Services and Documentation (defined below) in Client's possession (as applicable); and (ii) no refund or credit of any fees will be issued by TTEC to Client.

## Limited Warranty

TTEC warrants that the TTEC Services will substantially conform in all material respects to the documentation located at Documentation Address ("Documentation") during the subscribed period. If the TTEC Services fails to fulfill or is not in compliance with the warranty set forth in this section, then Client must inform TTEC in writing and provide information and materials to allow TTEC to reproduce the noncompliance. Client's exclusive remedy under the provision will be to have TTEC, at TTEC's expense and sole option, to either: (a) repair the non-conforming portion of the TTEC Services; (b) modify or repair the non-conforming portion of the TTEC Services with other service offering comparable functionality; or (c) if TTEC is unable to correct the warranty issues after a commercially reasonable period of time, Client may terminate the TTEC Services and TTEC will refund any prepaid, unused fees covering the remainder of the subscribed period. If refunded, Client's access to the TTEC Services will be terminated. This warranty does not apply to problems caused by (i) abuse, misuse, alteration, neglect, accident, unauthorized repair or installation or acts or omissions by any party other than TTEC; (ii) Client's hardware, software, networks, or systems; (iii) Client's failure to promptly install or allow an installation of a revision, update or release provided by TTEC; (iv) use of the TTEC Services not in accordance with the Documentation. THIS SECTION SETS OUT TTEC'S ENTIRE OBLIGATION AND LIABILITY AND CLIENT'S SOLE REMEDY FOR ANY BREACH OF THE WARRANTY SET FORTH IN THIS SECTION.

## Disclaimer

EXCEPT AS EXPRESSLY PROVIDED HEREIN, TO THE EXTENT PERMITTED BY APPLICABLE LAW, THE TTEC SERVICES AND DOCUMENTATION ARE DELIVERED "AS IS" AND WITHOUT EXPRESS OR IMPLIED WARRANTY OF ANY KIND BY EITHER TTEC OR ANYONE ELSE WHO HAS BEEN INVOLVED IN THE CREATION, PRODUCTION, DISTRIBUTION OR DELIVERY OF THE APPLICATION, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT. TTEC MAKES NO REPRESENTATIONS OR WARRANTIES ABOUT THE RELIABILITY, ACCURACY, COMPLETENESS, SECURITY OR SUITABILITY OF ANY OF THE MATERIAL CONTAINED WITHIN THE TTEC SERVICES OR DOCUMENTATION. TTEC MAKES NO WARRANTY THAT THE TTEC SERVICES WILL BE UNINTERRUPTED, ERROR FREE, FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS, COMPATIBLE WITH ANY HARDWARE OR SYSTEMS SOFTWARE CONFIGURATION, OR WILL MEET CLIENT'S REQUIREMENTS. THE TTEC SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. TTEC DOES NOT AND CANNOT CONTROL THE FLOW OF DATA TO OR FROM TTEC'S NETWORK AND OTHER PORTIONS OF THE INTERNET. SUCH FLOW DEPENDS IN LARGE PART ON THE PERFORMANCE OF INTERNET SERVICES PROVIDED OR CONTROLLED BY THIRD PARTIES (SUCH AS NETWORK CARRIERS). AT TIMES, ACTIONS, OR IN ACTIONS OF SUCH THIRD PARTIES CAN IMPAIR OR DISRUPT CLIENT'S CONNECTIONS TO THE INTERNET (OR PORTIONS THEREOF). ALTHOUGH TTEC WILL USE COMMERCIALY REASONABLE EFFORTS TO REMEDY AND TO AVOID SUCH EVENTS, TTEC CANNOT GUARANTEE THAT SUCH EVENTS WILL NOT OCCUR. ACCORDINGLY, TTEC DISCLAIMS ANY AND ALL LIABILITY RESULTING FROM OR RELATED TO SUCH EVENTS. CLIENT IS SOLELY RESPONSIBLE FOR THE CONNECTION TO THE SERVICES, INCLUDING THE INTERNET CONNECTION.

## Limitation of Liability

NEITHER PARTY NOR ITS AFFILIATES, OFFICERS, EMPLOYEES, AND AGENTS, OWNERS AND SUPPLIERS, SHALL HAVE ANY LIABILITY TO THE OTHER PARTY WHETHER IN CONTRACT, TORT (INCLUDING, WITHOUT LIMITATION, NEGLIGENCE) OR OTHERWISE FOR CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT OR PUNITIVE LOSS, DAMAGE, OR EXPENSES, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS, DATA, REVENUE, PROFITS, OR USE, EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR IF THEY ARE FORESEEABLE. TO THE MAXIMUM EXTENT ALLOWED BY APPLICABLE LAW. EXCEPT FOR ANY LIABILITIES THAT CANNOT BE LIMITED BY LAW, IN NO EVENT SHALL THE CUMULATIVE AMOUNT OF TTEC'S LIABILITY (WHETHER IN CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY IN TORT OR BY STATUTE OR OTHERWISE) TO CLIENT ARISING OUT OF OR IN ANY WAY RELATED TO THE USE OF OR INABILITY TO USE THE TTEC SERVICES, THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT OR OTHER SERVICES, AND RELATED CONTENT THROUGH THE TTEC SERVICES OR OTHERWISE ARISING OUT OF THE USE OF THE TTEC SERVICES, OR OTHERWISE UNDER OR IN CONNECTION WITH ANY PROVISION OF THIS AGREEMENT, EVEN IN THE EVENT OF THE FAULT, TORT (INCLUDING NEGLIGENCE), MISREPRESENTATION, STRICT LIABILITY, BREACH OF CONTRACT, AND EVEN IF TTEC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, FOR ANY AND ALL CLAIMS SHALL NOT IN THE AGGREGATE EXCEED THE FEES PAID BY CLIENT TO TTEC PURSUANT TO THE TERMS OF THIS EUA DURING THE PREVIOUS 12 MONTHS, WITH RESPECT TO THE TTEC SERVICES.

## Indemnity by Client

Client will defend TTEC and its affiliates from and against any and all third party claims, actions, suits, proceedings arising from or related to Client's or any authorized user's violation of this EUA (a "Claims Against TTEC"), and will indemnify TTEC and its affiliates for all reasonable attorney's fees incurred and damages and other costs finally awarded against TTEC or its affiliates in connection with or as a result of, and for amounts paid by TTEC or its affiliates under a settlement or final judgement that Client approves of in connection with a Claim Against TTEC. TTEC must provide Client with prompt written notice of any Claims Against TTEC and allow Client the right to assume the exclusive defense and control of the claim and cooperate with any reasonable requests assisting Client's defense and settlement of such matter.

## Indemnity by TTEC

TTEC will defend Client from and against any and all third party claims, actions, suits, proceedings arising from or related to any claims that the TTEC Services violate a United States patent or copyright of a third party (a "Claims Against Client"), and will indemnify Client for all reasonable attorney's fees incurred and damages and other costs finally awarded against Client in connection with or as a result of, and for amounts paid by Client under a settlement or final judgement that TTEC approves of in connection with a Claim Against Client. Client must provide TTEC with prompt written notice of any Claims Against Client and allow TTEC the right to assume the exclusive defense and control of the claim and cooperate with any reasonable requests assisting TTEC's defense and settlement of such matter.

## Controlling Law and Severability

This EUA shall be governed by the laws of the State of New York excluding conflict of law provisions. If, for any reason, a court of competent jurisdiction finds any provision, or portion thereof, to be unenforceable, the remainder of this EUA shall continue in full force and effect. This EUA shall be construed and enforced without regard to the United Nations Convention on the International Sale of Goods. Any dispute resolution proceedings, whether in arbitration or court, will be conducted only on an individual basis and not in a class or representative action or as a named or unnamed member in a class, consolidated, representative or private attorney general legal action, unless both TTEC and Client specifically agree to do so in writing following initiation of the arbitration. If Client is an agency or other part of a government entity, other terms or modifications to this EUA may apply.

## Export Controls

The TTEC Services may be subject to United States or other international technology control or export laws and regulations. Client must comply with all United States export laws and regulations that apply to the TTEC Services. These laws include restrictions on destinations, end users, and end use that the Client must comply with. Client is responsible for screen for prohibited uses and obtaining any required licenses, government approvals or other authorizations.

## Government Rights

If Client is an agency or other part of the U.S. Government, the TTEC Services and Documentation are "commercial computer software" and "commercial computer software documentation" as defined in the applicable provisions of the Federal Acquisition Regulation (the "FAR") and supplements thereto, including the Department of Defense (DoD) FAR Supplement (the "DFARS"). The parties acknowledge that TTEC Services and Documentation were developed entirely at private expense and that no part thereof was first produced in the performance of a Government contract. If TTEC Services and Documentation are supplied for use by DoD, they are delivered subject to the terms of this EUA, DFARS 227.7202-1 (a) and DFARS 227.7202-3. If TTEC Services and Documentation are supplied for use by a Federal agency other than DoD, they are delivered subject to the terms of this EUA and FAR 12.212(a); (ii) FAR 52.227-19; or (iii) FAR 52.227-14 (ALT III), as applicable.

If Client is a federal, state, or other governmental instrumentality, organization, agency, institution, or subdivision, the limitations of liability and Client's indemnity obligations herein shall apply only in the manner and to the extent permitted by applicable law, and without waiver of Client's constitutional, statutory, or other immunities, if any.

## Complete Agreement

This EUA constitutes the entire agreement between the parties with respect to the access and use of the TTEC Services and supersedes all prior or contemporaneous understandings regarding such subject matter. No amendment to or modification of this EUA will be binding unless in writing and signed by TTEC. No dealer, agent, affiliate or employee of TTEC is authorized to make any amendment to this EUA.

# Privacy Policy

## General

This privacy statement (together with any additional data privacy notices on our job sites or in targeted e-mails) explains how TTEC Holdings, Inc. and its subsidiaries (collectively "TTEC") collects and uses the personal data of clients and business contacts, including visitors to our websites or users of our products or services. Any changes we may make to our privacy statement in the future will be posted on this page.

In plain language - we are committed to maintaining your privacy while providing you services, delivering our products, and conducting our business operations and by creating a valuable, robust website to provide you with an effortless customer experience, as well as customized services and information. For purposes of this Privacy Policy, TTEC shall include these TTEC branded companies and all of the other members of the TTEC family of companies, including the following:

First Call Resolution

Motif

Serendebite INC

Avtex Solutions, LLC

TTEC Branded Companies:

TTEC Services Corporation

TTEC Healthcare Solutions

TTEC@Home, LLC

TTEC Financial Services Management, LLC

TTEC Digital, LLC

If you have any questions now or during your visit, please contact us at [privacy@ttec.com](mailto:privacy@ttec.com). We will post any changes to this privacy statement on our website. This privacy statement is effective 11/01/2022.

## Your privacy on TTEC's websites

The primary purpose of TTEC's website is to be a dynamic resource and business tool to help you learn more about TTEC. We want you to feel secure when visiting our website and are committed to maintaining your privacy when doing so.

## What personal data do we collect?

Personal data is information that identifies you as an individual. TTEC collects certain types of personal data at <https://www.ttec.com> and <https://www.ttecdigital.com> (our "website") and offline in connection with the services we provide, our products and services, including but not limited to our software and support services.

We may collect personal data from you, such as your name, postal address, telephone number, e-mail address, credit card number or other payment account number, only when you voluntarily provide it to us. In order for you to take advantage of particular opportunities provided by us (for example, to subscribe to our newsletter, request information from us), we may require that you furnish personal data.

TTEC collects information in two ways: (1) directly (for example, when you provide information for TTEC to provide customer support of software issues or to assess software performance); and (2) indirectly (for example, through our website's technology). We may collect and process the following information:

- Information that you provide by filling in forms on our website. This includes subscribing to services, newsletters and alerts. Pages that collect this type of information may provide further information as to why your data is needed and how it will be used. It is completely up to you whether you want to provide it.
- If you contact us, we may keep a record of that correspondence.
- We may ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Any postings, comments or other content that you upload or post to TTEC's website.
- Our website collects information about your computer, including (where available) your IP address, operating system and browser type, for system administration, to filter traffic, to look up user domains and to report on statistics.
- Details of your visits to our website, the pages you view and resources you access or download, including but not limited to, traffic data, location data, weblogs and other communication data. Please see the Cookies section below for more information.
- When you purchase, download, or register TTEC software, or use our software support services.
- When this information relates to or identifies you, we will treat it as "personal data."

While it varies by application, regarding marketplace applications, TTEC may collect personal data (such as name, address, telephone number, or email address, employer name, employer address or products and operating systems used) when it is voluntarily made available to us by you or your organization.

## How do we use information that we collect from the site?

We use personal data to provide you with information you request, and for other purposes which we would describe to you at the point where it is collected or which will be obvious to you. For example:

- To provide support services for use of TTEC software or applications
- To fulfill your requests for articles, newsletters or other content.
- For surveys or research questionnaires.
- To personalize your experience at our website.
- To contact you for marketing purposes where you have agreed to this.

## How do we use information that we collect in relation to marketplace applications?

We will use this information to provide the services offered through our applications. We will not sell or otherwise transfer the personal data we process to any third party unless (1) otherwise disclosed to you when you submit information; (2) in connection with the merger or sale of our company or assets; (3) to contractors who may help us to provide our services to you; or (4) for compliance with possible legal or governmental disclosure requirements. We do not rent, sell or otherwise share information that we collect through our marketplace applications with outside parties.

We may provide links to third party sites strictly as a service to you. Personal data is not shared with these third parties, and we are not responsible for the privacy practices of third-party Internet sites.

We use information in aggregate form to evaluate how we are providing services, and to improve our applications.



## About Cookies

The term "cookie" refers to files downloaded from a website to your computer or mobile device. Cookies enable us to analyze your activities on our website. We use cookies to better understand our visitors experience with our website.

This information helps us improve our website by monitoring the website's technical performance, page usability, and measuring effectiveness of promotional campaigns. We do not use cookies to retrieve information from your computer that was not originally sent in the cookie. In most modern web browsers, you can control the use of cookies within the browser preferences settings to disable cookies or to alert you when cookies are being sent. For more information about changing the cookie settings in your web browser, refer to your specific browser's preferences or help section. Disabling cookies may negatively impact your experience on our site. TTEC uses third-party web beacons from Google to help analyze where visitors go and what they do while visiting our website. Google may also use anonymous information about your visits to this and other websites in order to improve its products and services and provide advertisements about goods and services of interest to you. If you would like more information about this practice and to know your choices about not having this information used by Google click [here](#).

Most modern mobile operating systems provide mobile advertising identifiers for mobile devices. The mobile operating systems usually include built-in settings to express privacy preferences for online advertising across applications. Refer to the help or settings section of your mobile device for additional information.

You can also turn off ads personalization from participating ad networks via Your AdChoices, powered by Digital Advertising Alliance, located here: <http://optout.aboutads.info>.

For a full technical list of all the cookies our website implements, view our cookie declaration page here: <https://ttecdigital.com/pages/cookie-declaration>.

## Do Not Track Requests

You may also update your browser preferences to send a "Do Not Track" (DNT) request. However, different services and platforms, including third-party statistics and marketing cookies on our website, respond to Do Not Track requests differently, as outlined in their privacy policies. As a result, our website does not respond to Do Not Track signals.

## Will we share your personal data with outside parties?

TTEC may have occasion to share personal data with third parties, including to send you email and/or newsletters that you request, and to firms that perform analysis that we may use to improve our website or services. We will not sell personal data to third parties; however, we may provide your information to third parties in conjunction with the sale of all or part of our business.

TTEC may store, use, and disclose personal data as authorized or required by applicable law, including making disclosures that are necessary or advisable to: (1) protect the rights, health, safety, or property of TTEC or others; (2) allow for lawful security related investigations or law enforcement investigations including national security; and (3) comply with applicable laws, regulations, or other lawful requirements.

Except as stated above, TTEC will not transfer, exchange, license, sell, lease, or otherwise disclose your personal data without your approval; however, TTEC may collect and/or provide aggregate statistics about TTEC's website and website visitors to other parties. We may transfer personal data to our contracted service providers and advisors who may be located in other countries. Before we do so, we take steps to ensure that your personal data will be given adequate protection as required by relevant data protection laws and TTEC's internal policies.



## What about sensitive personal data?

We do not generally seek to collect sensitive personal data through this site. In the limited cases where we do seek to collect such data, we will do this in accordance with local data privacy law requirements. If you choose to provide us with unsolicited sensitive personal data, you consent to our using the data, subject to applicable law as described in this privacy statement. The term "sensitive personal data" refers to the various categories of personal data identified by European and other data privacy laws as requiring special treatment, including in some circumstances the need to obtain explicit consent. These categories may include personal identity numbers, financial account information, racial or ethnic origin, political opinions, religious, philosophical or other similar beliefs, membership of a trade union or profession or trade association, physical or mental health, biometric or genetic data, sexual life, or criminal record (including information about suspected criminal activities). Sensitive personal data may be collected and used in the context of your employment application and relationship with TTEC, to provide you with services you request, or to perform analysis that we may use to improve our website or services and may be shared with our service providers for these purposes.

## What about data security?

We take reasonable steps to maintain the security of personal data collected via TTEC's websites. You should understand that the open nature of the Internet is such that information and personal data may flow over networks connecting you to our systems without security measures and may be accessed and used by people other than those for whom the data is intended.

Our site may, from time to time, contain links to and from the sites of our partner networks, advertisers and affiliates. If you follow a link to any of these sites, please note that these sites have their own privacy policies and that we do not accept any responsibility or liability for these policies or sites. Please check these policies before you submit any personal data to these sites.

## Where will your personal data be processed?

As a global organization with global IT systems, personal data we collect may be routed, stored, or transferred internationally throughout TTEC's worldwide organization including countries that may not provide the same level of privacy protection on the country where you live. We have internal policies in place to ensure an equivalent level of protection is in place across our organization.

## Retention of your data

We will retain your personal data for as long as needed to provide services to you and as further needed for us to comply with our global legal and contractual obligations.

## Your rights

You are entitled to know whether we hold personal data about you and, if we do, to have access to that personal data and require it to be corrected if it is inaccurate. In some circumstances, you may have the right to limit the use of your data or have your data deleted. You can do this by contacting us at [privacy@ttec.com](mailto:privacy@ttec.com).

We do not collect or maintain information from those we actually know are under 13 years old and no part of our website or services is intended for anyone under 13 years of age. By using the website, you represent that you are 13 years of age or older.

## Participation in EU and Swiss Privacy Shield

TTEC complies with the EU-US Privacy Shield and Swiss-US Privacy Shield frameworks as set forth by the US Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union ("EU"), the United Kingdom or Switzerland to the United States in reliance on Privacy Shield. TTEC has certified to the U.S. Department of Commerce that it adheres to the

Privacy Shield Principles ("Principles") with respect to all such information. If there is any conflict between the Principals and the language in this privacy statement, the Principles will govern. To learn more about the Privacy Shield program, and to view our certification, please visit <https://www.privacyshield.gov>.

TTEC enters into contracts with third parties it shares personal data with limiting how they use data and requiring them to process data in a manner consistent with the Principals. TTEC may be liable for a third party's violation of the Principals unless it is not responsible for the events giving rise to the violation.

Complaints related to this Privacy Policy may be submitted to TTEC at the email or mailing address set forth in the Contacting Us section of this privacy statement. For non-human resource information covered by the Principals, if a complaint is not satisfactorily addressed by TTEC within a reasonable time frame, you may contact JAMS. Employees located in the European Union may submit their unresolved disputes related to human resources data to the Data Protection Authority for their jurisdiction. If you have residual claims after contacting TTEC or JAMS, you may also have the right to participate in arbitration.

Please note that if your complaint is not resolved through these channels, under limited circumstances, a binding arbitration option may be available before a Privacy Shield Panel.

TTEC is subject to the investigatory and enforcement authority of the Federal Trade Commission.

## Notice for California Residents

For residents of California, Personal Information will also include information that identifies, relates to, describes, is capable of being associated with or could reasonably be linked, directly or indirectly, with a particular individual or household.

## I have a question or complaint

If you can't find what you're looking for here, or have a concern about our use of your personal data, please contact us at [privacy@ttec.com](mailto:privacy@ttec.com).

## Contacting Us

If you have any questions regarding this privacy statement, please contact us by email at [privacy@ttec.com](mailto:privacy@ttec.com), or please write to the following address:

Legal Department

TTEC Holdings, Inc.

9197 South Peoria Street

Englewood, Colorado 80112

TTEC will work with you to resolve any concerns you may have about this privacy statement. Please note that email communications will not necessarily be secure; accordingly, you should not include credit card information in your email correspondence with us.