

Privacy Notice to California Job Applicants
Regarding the Collection of Personal Information

Last revised January 3rd, 2023

BetterCloud, Inc. (the “Company”, “we” or “us”) are committed to protecting the privacy and security of the personal information of our current and former job applicants. We collect personal information, and may collect sensitive personal information, in connection with our recruiting, screening, applicant review, onboarding, and human resources activities so you can be fairly and holistically evaluated and considered for the role to which you apply or other potential roles you might consider.

We comply with the California Consumer Privacy Act of 2018, together, as amended, and specifically as amended by the California Privacy Rights Act of 2020 (“CPRA”), with any subordinate legislation or regulations (collectively, “CCPA”).

Do Not Sell

We do not sell, share, or otherwise disclose personal information or sensitive personal information we collect from or about our job applicants for monetary consideration or other valuable consideration to any third parties. That means that we are never paid or provided any benefit for allowing another party to have or use your data for purposes that benefit them. For more details, please click [here](#).

How We Collect Applicant Personal Information

We collect personal information and sensitive personal information from you directly during the application process, including through discussions, interviews, and correspondence, and other information you voluntarily provide. We may collect information on you during the application process from other sources, including publicly available sources reviewed during the application process as permitted by law.

We also collect your personal information through cookies and other related technologies when you visit and interact with our websites, including our career site and online employment application. All personal information we collect through our websites is governed by our [Privacy Policy](#).

Categories of Personal Information Collected, Purpose of Collection, & Disclosure

Under the CCPA, “Personal Information” is anything that identifies, relates to, describes, or is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular Californian consumer or household. Your personal information is collected solely for the benefit of our potential employment relationship and so you can be fairly evaluated and considered for the role to which you apply or other potential roles you might consider. Any information disclosed to other parties is for this purpose. For example, we share personal information with service providers to assist us with your application process, such as to perform background checks or confirm you have a required certification. We have contractual obligations in place with these service providers to govern and restrict the use of your personal information solely to the purpose for which they are engaged.

Under the CCPA, “Sensitive Personal Information” is unique personal data that falls under special protected categories such as, but not limited to, identifiers that are government-issued, genetic information, or race and ethnicity information. During our application process, we may collect sensitive personal information such as your social security number or your driver's license. We only use such sensitive personal information to verify your identity, or in the screening and hiring process. All sensitive personal information we collect is provided voluntarily by you.

We collect the following categories of personal information and sensitive personal information for the purposes described below, and we may have collected such categories of information in the prior twelve-month period:

Category of Personal Information	Personal & Sensitive Personal Information Collected	Purpose	Parties We May Disclose Personal Information To
Personal Identifier	Personal Information: Alias; Email address; Address; Date of birth. Sensitive Personal Information: Social security number	We collect personal identifiers to process job applications, to conduct a background check, and for general human resources purposes.	Service providers (for example, who conduct background checks or who administer assessments you voluntarily choose to take).

<p>Records identified by State law (including the California Customer Records statute (Cal. Civ. Code § 1798.80(e)))</p>	<p>Personal Information: Telephone number; Education; Employment history</p>	<p>We collect this information to process job applications, and for general human resources purposes.</p>	<p>Service providers (for example, to confirm your educational background).</p>
<p>Protected Classification Characteristics under State or Federal Law</p>	<p>Personal Information: Citizenship; Sex (including gender); Gender identity; Gender expression; Veteran or military status</p> <p>Sensitive Personal Information: Race; National origin; Physical or mental disability</p>	<p>We collect equality and diversity information through voluntary self-disclosure and other means to implement our diversity programs, and to comply with applicable laws.</p>	<p>Service providers (for example, internal recruiting databases)</p>
<p>Cookies and Similar Technologies</p>	<p>Personal Information: IP Address, Device ID, Browser, Visitation Data</p>	<p>To better understand our website and the experience of our applicants. For more information, please refer to our Privacy Policy. All personal information we collect through our websites is governed by our Privacy Policy.</p>	<p>Service providers and other parties, as disclosed in our Privacy Policy.</p>
<p>Geolocation Data</p>	<p>Sensitive Personal Information: Physical location</p>	<p>We collect this information for general human resources purposes.</p>	<p>Service providers (for example, internal recruiting databases).</p>
<p>Professional or</p>	<p>Personal</p>	<p>We collect</p>	<p>Service providers</p>

Employment-Related Information	Information: Current or past job history or performance evaluations; Performance management information, such as employment status (full-time or part-time, regular or temporary); Work schedule; Job assignments; Hours worked; Accomplishments and awards; Training and development information; Discipline and counseling information; Employment termination information	professional and employment-related information to process job applications, assess and evaluate your candidacy, and for general human resources purposes.	(for example, internal recruiting databases).
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We also collect legal and contractual information, such as information necessary to respond to law enforcement and governmental agency requests, comply with legal and contractual obligations, exercise legal and contractual rights, and initiate or respond to legal claims. We collect this information to comply with legal and contractual requirements and to establish, exercise, and defend legal and contractual rights and claims.

We may disclose your personal information to our private equity sponsor, Vista Equity Partners, and its affiliates, including Vista Consulting Group (collectively, “Vista”) for administration, research, database development, workforce analytics and business operation purposes, in line with the terms of this Privacy Policy.

Vista processes and shares your personal information with its affiliates, including other Vista portfolio companies, on the basis of its legitimate interests in managing, administering and improving its business and overseeing the recruitment process and, if applicable, your employment relationship with BetterCloud. If you have consented to us doing so, we also share your personal information with other Vista

portfolio companies for the purpose of being considered for other job opportunities in the pooling system. Please find a full list of all Vista portfolio companies [here](#).

In connection with the recruitment process your personal data may be transferred outside of the EEA to Hirebridge, LLC and Criteria Corp., which provide applicant tracking and evaluation services.

Your Rights

The CCPA gives you certain rights regarding your personal information, as detailed below. You, or an authorized agent, may ask that we, or partners for whom we process or those working on our behalf, take specific actions with regard to the information about you.

Right	Description	How it Applies to Us
Right to Know	Know what Personal Information and Sensitive Personal Information we collect, from where, why, how long we'll hold it, and if sold or shared, to what category of recipient.	We provide this information in this Privacy Notice.
Right to Access	Request to see all or some of the data being held about you and to do so up to twice yearly without cost.	Contact us at privacy@bettercloud.com .
Right to Correct	Correct any data being held to ensure that it is current, correct, and complete.	Contact us at privacy@bettercloud.com .
Right to Delete	Delete some or all the data being held, within limits imposed under law.	Contact us at privacy@bettercloud.com .
Right to Limit	Limit the use of your Sensitive Personal Information from being used to infer characteristics about you or for profiling or target marketing. Other uses of Sensitive Personal Information that are reasonably required to provide expected services are exempted from your	BetterCloud never uses this information to infer characteristics about you for the purposes of profiling or target marketing. Our purpose for collecting sensitive personal information is to assist in the review, screening, and employment

	right to limit.	application process, to conduct a background check and ensure it is accurate, fair, and complete. These are necessary for consideration of employment.
Right to Restrict	Right to restrict against use of your personal Information in automated profiling.	BetterCloud may use third party providers of screened candidates in its recruitment for specific positions, and automated review to scan applications for specific criteria, but does not rely solely on automated screening or decision making of candidates during the application process for employment.
Right to Opt-Out	Opt-out of selling or sharing of personal or sensitive information	BetterCloud never sells the personal or sensitive information it collects for monetary consideration.
Right to No Reprisal	Exercise any of the rights granted under CCPA without concern for reprisal, discrimination, loss of services, pricing impacts or other unfair treatment.	BetterCloud respects your right to make appropriate requests under the law.
Right to Portability	Request that any information held be returned by mail or electronically, and if electronically held, be returned in a format permitting its transfer to another service.	Contact us at privacy@bettercloud.com .

Exercising Your Rights

If you have a specific question or concern about your rights as a Californian consumer or wish to exercise your rights as a Californian consumer, please contact us at privacy@bettercloud.com or use our [online form](#).

You may exercise these rights twice in a 12-month period. If an option is available to compensate you for the use of your information, you must be advised of this. We will make best efforts to address your requests within 45 days, but where that is not possible will advise you of the need for an extension of an additional 45 days.

You can also submit a complaint to the California Office of the Attorney General [here](#). For more information on the CCPA please visit <https://www.oag.ca.gov/privacy/ccpa>.

Verifying Your Identity

After submitting your initial request, we may request additional information to verify your identity. We are restricted from using that additional information for any purpose other than verifying your request or for security or fraud prevention. Except as required under CCPA, we must delete any additional personal information collected for the purpose of verifying your identity as soon as practical after processing your request. We will confirm receipt of your request within ten (10) days from receiving it and will respond within the timelines established under CCPA.

On verification of your identity and legitimate standing to make the request, and if not an undue or unreasonable hardship for us, we must act on your request or inform you why we cannot. Legal requirements may prevent accommodation of some requests; if we deny your request, we will inform you why, where you may submit a complaint, and your options for challenge, redress or escalation.

Retention & Security

We will keep personal information about you for as long as: (i) we need to maintain the information for the purpose you shared it with us; (ii) we are addressing a concern, question, complaint, or request from you; or (iii) the law requires us to do so. If we have a legally binding agreement with you with data retention provisions, we will abide by the retention obligations of that agreement. We may keep or maintain data or records longer if necessary to comply with legal, financial, compliance, or other reporting obligations, and to enforce our rights and agreements. We also may keep data about you for statistical analysis or research purposes.

The security of your personal information is important to us. We use a variety of industry-standard technical, contractual, administrative and physical security measures and procedures to protect the personal information we collect, both during transmission and once we receive it. However, no security safeguards are 100% secure and we cannot guarantee the security of your information.

Privacy Policy

Our [Privacy Policy](#) is expressly incorporated into this Privacy Notice. Our Privacy Policy governs how we collect, use, disclose, secure, and otherwise process personal

information from California consumers in connection with our websites, including our career site and online employment application, and the rights available to you with respect to such personal information.

Contact Us

If you have questions, would like to submit an inquiry, data or information request(s), or have a complaint about our use of your personal information or our response or handling of your requests regarding your personal information, you may contact us as privacy@bettercloud.com or through our [online form](#).