

DATA TRANSFERS SUBJECT TO THE CALIFORNIA CONSUMER PRIVACY ACT (2018)

Last updated January 23, 2020

This California Consumer Privacy Act Disclosure explains how Compuware Corporation and its subsidiaries and/or affiliates (“Company,” “we,” or “us”) collect, use, and disclose personal information relating to California residents covered by the California Consumer Privacy Act of 2018 (“CCPA”). This notice is provided pursuant to the CCPA. This California Privacy Policy “Privacy Notice” provides the information required under the CCPA and applies to both Compuware’s online and offline activities relating to California Consumers’ Personal Information. This Privacy Notice supplements the global Privacy Policies set forth on this website, www.compuware.com.

Introduction

Under the CCPA, “Personal Information” is information that identifies, relates to, or could reasonably be linked, directly or indirectly, with any particular California resident or household. The CCPA, however, does not apply to certain information, such as information subject to the Gramm-Leach-Bliley Act (“GLBA”) or the Health Insurance Portability and Accountability Act (“HIPAA”).

Keeping Personal Information secure is one of our most important priorities. Consistent with our obligations under applicable laws and regulations, we maintain physical, technical, electronic, procedural and organizational safeguards and security measures that are designed to protect personal data against accidental, unlawful, or unauthorized destruction, loss, alteration, disclosure, or access.

Collection and Disclosure of Personal Information

In the past twelve (12) months, we have collected, and disclosed to third parties for our business purposes, the following categories of Personal Information relating to California residents covered by this disclosure:

- Identifiers, such as name, title, work address, work e-mail, work phone number or mobile number;
- Personal Information provided by you directly to Compuware when you complete an online registration form for offers, events, user groups, training, trials, and demonstrations or submit an inquiry via email, direct mail, phone or fax;
- Internet or network activity information, such as User ID, usage data, browsing history, click-through information related to Compuware emails and banner advertisements and interactions with our website (Please see the section below regarding COOKIES for more information);
- Device characteristics, such as browser information;
- Non-biometric data collected for consumer authentication (e.g. passwords, account security questions); and
- Personal Information provided by submitting an online job application to Compuware.

The categories of sources from whom we collected this Personal Information are:

- Directly from a California resident or the individual’s representatives
- Service Providers
- Information from our Affiliates
- Website/Mobile App Activity/Social Media
- Information from Client Directed Third Parties or Institutions representing a Client/Prospect
- Information from Corporate Clients about individuals associated with the Clients (e.g., an employee or board member)

The categories of third parties to whom we disclosed Personal Information for our business purposes described in this privacy disclosure are:

- Affiliates and Subsidiaries of Bank of America
- Vendors and Service Providers who provide services such as website hosting, data analysis, payment processing, order fulfillment, information technology and related infrastructure, customer service, email delivery, auditing, marketing and marketing research activities
- Government Agencies as required by laws and regulations

Use of Personal Information

In the past twelve (12) months, we have used Personal Information relating to California residents to operate, manage, and maintain our business, to provide our products and services, and to accomplish our business purposes and objectives, including the following:

- Providing the information, products or services requested by individual representatives of our prospective and current Compuware Customers, such as customer credentials, Processing or fulfilling orders and transactions, verifying Compuware Customer information, processing Compuware Customer payments, and providing advertising, product updates, bug fixes, upgrades or marketing materials.,
- For information security and cybersecurity purposes, including detecting and protecting against malicious, deceptive, fraudulent, or illegal activity.
- Performing export compliance verification prior to delivery of our software products.
- Personalizing our communications and providing customer service regarding our software products;
- Sending transactional messages, such as account statements or confirmations;
- For system administration and technology management, including optimizing our websites;
- When applicable, to comply with tax, anti-discrimination, immigration, labor and employment or social welfare laws.
- To fulfill and enforce our contracts with Compuware Customers
- Complying with laws and regulations and to comply with other legal process and law enforcement requirements (including any internal policy based on or reflecting legal or regulatory guidance, codes or opinions)

Sale of Personal Information

In the past 12 months, we have not “sold” Personal Information subject to the CCPA, including Personal Information of minors under the age of 16. For purposes of this Disclosure, “sold” means the disclosure of Personal Information to a third-party for monetary or other valuable consideration.

Rights under the CCPA

If you are a California resident, you have the right to:

1. **Right of Access and Right to Notice.** You have the right to request from us: (a) the categories of Personal Information we have collected about you, the categories of sources from which the Personal Information is collected, the business purpose or commercial purpose for collecting the Personal Information, the categories of third parties with whom we share Personal Information, and the categories of Personal Information we have shared and the reasons we have shared it; and (b) a copy of the specific pieces of Personal Information we have collected about you in the preceding twelve (12) months.
2. **Right to Deletion.** You have the right to request that Compuware delete the Personal Information we collect from you. However, in certain circumstances, we are not required to delete such Personal Information. For example, Compuware may not be able to comply with a request for deletion when the

information is necessary to complete a transaction for which the Personal Information was collected, to provide a Compuware product or service to you, to comply with a legal obligation to which Compuware is subject, to secure our website or other online services, or to otherwise use your Personal Information internally in a lawful manner that is consistent with the context in which you provided the Personal Information.

3. **Right Not to Be Subject to Discrimination.** Should you exercise any of your rights as a California Consumer, we will not discriminate against you by offering you different pricing or products, or by providing you with a different level or quality of services, based solely upon your request. Please note that in some circumstances, we may not be able to provide a Compuware product or service if you choose to delete your Personal Information.

We will acknowledge receipt of your request and advise you how long we expect it will take to respond if we are able to verify your identity. Requests for specific pieces of Personal Information will require additional information to verify your identity. If you submit a request on behalf of another person, we may require proof of authorization and verification of identity directly from the person for whom you are submitting a request.

In some instances, we may not be able to honor your request. For example, we will not honor your request if we cannot verify your identity or if we cannot verify that you have the authority to make a request on behalf of another individual. Additionally, we will not honor your request where an exception applies, such as where the disclosure of Personal Information would adversely affect the rights and freedoms of another consumer or where the Personal Information that we maintain about you is not subject to the CCPA's access or deletion rights.

We will advise you in our response if we are not able to honor your request. We will not provide information if the disclosure presents the possibility of unauthorized access that could result in identity theft or fraud or unreasonable risk to data or systems and network security.

We will work to process all verified requests within forty-five (45) days of receipt pursuant to the CCPA. If we need an extension for up to an additional forty-five (45) days in order to process your request, we will provide you with an explanation for the delay.

How to Exercise Your Rights

If you are a California resident, you may submit a request by calling 1-800-COMPUWARE or contacting Compuware at privacy_concerns@compuware.com.