

California Consumer Privacy Act Information

This section of our [Privacy Notice](#) provides additional information to California residents about how we handle their personal information, as required under the California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act of 2020 (“**CCPA**”). This section applies solely to individual residents of the State of California. While our collection, use, and disclosure of personal information varies based upon our relationship and interactions with you, in this section we describe, generally, how we have collected and disclosed personal information about California residents in the prior 12 months.

Categories of personal information collected, sold, or shared. The table below identifies the categories of personal information we have collected about California residents within the last 12 months, as well as how we have disclosed such information for a business purpose. The table also indicates when we shared personal information with third parties in the last 12 months and the types of third parties. For this Privacy Notice, when we use the term “third party,” we mean entities that are not service providers or contractors providing services on behalf of N-able and that are not entities with whom you interact with directly. For more information about the business and commercial purposes for which we collect, use, and disclose personal information, please see the [How We Use Information](#) and [How We Share Information](#) sections of the [Privacy Notice](#).

Personal information collected from CA residents		Categories of recipients to whom we may disclose personal information for business purposes	Categories of third parties to whom personal information may be shared
Categories	Description		
<i>Identifiers</i>	Includes direct identifiers, such as name, alias user ID, username, account number; email address, phone number, address and other contact information; IP address and other online identifiers; other government identifiers; and other similar identifiers.	<ul style="list-style-type: none">• service providers• advisors and agents• government entities and law enforcement (to the extent required by law)• affiliates and subsidiaries• advertising networks• data analytics providers• social networks• internet service providers• operating systems and platforms• business customers	Website analytics platforms, customer data platforms, data management platforms

<i>Customer Records</i>	Includes personal information, such as name, account name, user ID, contact information, employment information, account number, and financial or payment information), that individuals provide us in order to purchase or obtain our N-able services.	<ul style="list-style-type: none"> • service providers • advisors and agents • government entities and law enforcement (to the extent required by law) • our affiliates and subsidiaries • business partners who provide services you request 	Customer data platforms, data management platforms
<i>Commercial Information</i>	Includes records of personal property, services purchased, obtained, or considered, or other purchasing or use histories or tendencies.	<ul style="list-style-type: none"> • service providers • advisors and agents • government entities and law enforcement (to the extent required by law) • affiliates and subsidiaries • advertising networks • data analytics providers • social networks • internet service providers • operating systems and platforms • data brokers • business customers 	Customer data platforms, data management platforms
<i>Usage Details</i>	Includes browsing history, clickstream data, search history, access logs and other usage data and information regarding an individual's use of N-able services, and our marketing emails and online ads.	<ul style="list-style-type: none"> • service providers • advisors and agents • government entities and law enforcement (to the extent required by law) • affiliates and subsidiaries • advertising networks • data analytics providers • social networks • internet service providers • operating systems and platforms 	Website analytics platforms, customer data platforms, data management platforms

<i>Audio, Video and Electronic Data</i>	Includes audio, electronic, visual, thermal, olfactory, or similar information, such as thermal screenings and CCTV footage (e.g., collected from visitors to our offices/premises, photographs and images (e.g., that you provide us or post to your profile) and call recordings (e.g., of customer support calls)	<ul style="list-style-type: none"> • service providers • advisors and agents • government entities and law enforcement (to the extent required by law) • affiliates and subsidiaries 	Data management platforms
<i>Professional Information</i>	Includes professional and employment-related information such as business contact information and professional memberships	<ul style="list-style-type: none"> • service providers • advisors and agents • government entities and law enforcement (to the extent required by law) • affiliates and subsidiaries 	Employee data management platforms
<i>Protected Classifications</i>	Includes characteristics of protected classifications under applicable laws, such as disability information and medical conditions provided by you when you register for events and other activities	<ul style="list-style-type: none"> • service providers • advisors and agents • government entities and law enforcement (to the extent required by law) • affiliates and subsidiaries 	Employee data management platforms
<i>Education Information</i>	Information about an individual's educational history, such as the schools you attended, degrees you were awarded, and associated dates	<ul style="list-style-type: none"> • service providers • advisors and agents • government entities and law enforcement (to the extent required by law) • affiliates and subsidiaries 	Employee data management platforms
<i>Inferences</i>	Includes inferences drawn from other personal information that we collect to create a profile reflecting an individual's preferences,	<ul style="list-style-type: none"> • service providers • advisors and agents • government entities and law enforcement (to the extent required by law) 	Data management platforms; analytics providers

	<p>characteristics, predispositions, behavior, attitudes, intelligence, abilities, or aptitudes; for example, we may analyze personal information in order to identify the offers and information that may be most relevant to customers, so that we can better reach them with relevant offers and ads.</p>	<ul style="list-style-type: none"> • our affiliates and subsidiaries • analytics providers 	
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Sale or sharing personal information. The CCPA defines “sell” broadly to include disclosing or making available personal information to a third party in order to receive certain benefits or services from them. While we do not “sell” personal information to third parties in exchange for monetary compensation, we may make personal information available, which may be defined as a sale by the CCPA; this is common practice among companies that operate online, such as when we make browsing information available to third party ad companies (through third party tags on our website) in order to improve and measure our ad campaigns and reach users with more relevant ads and content. As defined by the CCPA, we may “sell” usage details and identifiers to third party advertising networks, social networks, and data analytics providers. To learn more, please see our [Cookie Policy](#).

Sources of personal information. As further described in the *Information We Collect* section above, we may collect personal information from the following sources:

- Our customers
- Business partners and affiliates
- Directly from an individual
- Advertising networks
- Data analytics providers
- Social networks
- Internet service providers
- Operating systems and platforms
- Publicly available sources
- Cookies and other tracking technologies

Purposes of collecting personal information. We collect, sell, share or disclose personal information about you for the business and commercial purposes described in the *How We Use Information* section above.

California residents' rights. In general, California residents have the following rights with respect to their personal information:

- **Right to opt out:** the right to opt out of the sale or sharing of personal information for cross-contextual advertising.
- **Right to request deletion:** the right to request deletion of personal information and to have such personal information deleted without charge, subject to certain exceptions.
- **Right to know:** the right to request that we disclose the following (up to twice per year and subject to certain exemptions):
 - Categories of personal information we have collected about them
 - Categories of sources from which the personal information was collected
 - Categories of third parties with whom the business shares personal information
 - Categories of third parties to whom personal information has been sold or disclosed to for a business purpose and for each category identified, the categories of third parties to whom it sold or disclosed that particular category of personal information
 - The business or commercial purposes for collecting, selling, or sharing their personal information.
- **Right to access (specific pieces of information) / data portability:** the right to access and obtain a copy of the specific pieces of personal information collected in a structured, commonly used, machine-readable format that may be transmitted to another entity without hindrance, to the extent technically feasible.
- **Right to non-discrimination:** the right to be free from discriminatory treatment for exercising rights under the CCPA.
- **Right to correct:** the right to request that we correct inaccurate personal information we maintain about them.

If you would like to print a copy of this Privacy Notice, please select the “Print” button in your web browser.

Submitting CCPA Requests. California residents may submit CCPA requests at privacy@n-able.com. Processing of such requests may require us to verify your identity, which may involve collecting additional personal information from you. In order to verify your identity, we will generally match the identifying information provided by in the initial request with the personal information we already maintain. In your request, please provide your name, email address, and the name of the products or services you use, as well as which rights you wish to exercise. We will only use the personal information provided to fulfill your CCPA request. We may need additional information to complete this request, such as a sworn declaration or verification through our existing electronic

authentication methods. If you do not provide this information, we may not be able to verify or complete your request.

In certain circumstances, we may decline or limit your request, particularly where we are unable to verify your identity or locate your information in our systems, or as permitted by law. Authorized agents may initiate a request on behalf of another individual using the email address above. Authorized agents will be required to provide proof of their authorization, and we may also require that the relevant consumer directly verify their identity and the authority of the authorized agent.

Sensitive Personal Information and Information of Minors. N-able does not collect or access sensitive personal information from recipients of this Privacy Notice. We prohibit the use of our products with any personal information of persons less than 16 years of age.

Do Not Track signals. Some browsers have “do not track” features that allow you to tell a website not to track you. These features are not all uniform. While we continue to evaluate this evolving technology, N-able does not currently respond to browser-based “Do Not Track” signals. For information regarding “Do Not Track” and how to enable this setting, if available, on your devices, please see <https://allaboutdnt.com>

Transparency Disclosure. Pursuant to California Civil Code § 1798.83, California residents with whom we have a business relationship can request information about the types of personal information, if any, we shared with third parties for the direct marketing purposes of the third parties and the identities of the third parties with whom we shared such information in the last 12 months. We do not share your personal information with third parties in this manner and have not done so in the last 12 months. You may request more information by contacting us using the contact information at privacy@n-able.com.