

Akamai Privacy Statement

Last Updated: July 1, 2020

Akamai Technologies, Inc. and its wholly owned affiliates (together “Akamai”) respect your privacy and are committed to complying with privacy laws and legislation in the countries in which it operates.

This privacy statement explains what personal data (otherwise known as personal information) Akamai collects or otherwise processes about you through our direct interactions with you whether you are a representative of a customer or a prospective customer, a partner or third-party service provider, a visitor to our websites, or as a job applicant.

This statement covers the following topics. Use the links provided below to jump directly to any points of interest.

[Akamai Privacy Statement](#)

[What Personal Data Does Akamai Collect?](#)

The data Akamai collects about you, and how it uses and shares that information, varies based on how, and to what extent, you interact directly with Akamai.

[Data collected through direct interactions with Akamai](#)

[Data collected through indirect interactions with Akamai](#)

[Data collected or processed on behalf of an Akamai customer](#)

[How Does Akamai Use Personal Data?](#)

[Operation of our business](#)

[Managing and supporting our customer relationships](#)

[Communications, including promotional communications](#)

[How Does Akamai Share the Personal Data?](#)

[Where Does Akamai Process the Personal Data?](#)

[Akamai’s Legal Basis for Processing of Personal Data](#)

[How does Akamai Secure Personal Data](#)

[How Long does Akamai Retain Personal Data](#)

[Your Rights as an EU Data Subject](#)

[Complaints](#)

Information for California Residents

Cookies, Web Beacons and Other Technologies

Online Advertising

Children and minors

Links to Third Party Web Sites and Third Party Applications

Notification of Changes to this Statement

How to Contact us

Akamai's Supervisory Authority

What's New?

What Personal Data Does Akamai Collect?

The data Akamai collects about you, and how it uses and shares that information, varies based on how, and to what extent, you interact directly with Akamai.

Data collected through direct interactions with Akamai

Akamai may collect personal data from you if you inquire about or obtain a service or product from us (or represent a company that inquires about or obtains a service or product from us), visit our website, use one of our mobile applications, apply for a job with us, or otherwise directly engage with Akamai ("Direct Interaction Personal Data"). This data is collected in order for us to operate efficiently and effectively, allow interaction to provide information regarding Akamai products and services, us products and services provided by you or a company that you represent, manage the business relationship with you or the party that you represent, protect the company's networks, systems, data, and visitors, and to personalize our interactions to provide the best experiences with our sites and services.

Over this information, we are the "controller" or "business" (i.e. we process this data for our own purposes).

You provide some of this information directly, for example when using Akamai's sites and portals, registering for an Akamai event, webcast or training, visiting an Akamai booth, accessing resources (such as publications and white papers) available online, applying for a job, or speaking to one of our representatives. We collect other data through your interactions with our websites and services using technologies like cookies and methods for obtaining usage and device data. For more information about the technologies, such as cookies, used and your choices regarding them, see the "[Cookies, Web Beacon and](#)

[other Technologies](#)” section of this statement. We also collect CCTV images and other information when you enter our facilities.

When asked to provide personal data, you may decline; but, depending on what that personal data is, your user experience, ability to obtain a product or service, offer or provide a product or service to us, submit a job application, or enter into any other engagement with Akamai, may be impacted.

The data collected depends upon the nature of your interaction with Akamai and the products, services and features you use (or that the company you represent uses), as well as any decisions you make about providing data, including decisions through privacy settings that you may set on your browser or device. Categories of data collected may include the following and apply with respect to both customer representatives and non-customers:

- *Contact Information.* This data includes first and last name, email address, postal address, telephone number, company name, job title, and similar contact data.
- *Login Information and Credentials.* If you use any of our online portals or communities, you may be asked to create an account and provide a login name, password, and similar security information (e.g. a cellphone number to which we can send a code) for authentication and account access.
- *Employment, Job History and Applicant Data.* If you interact with Akamai or an online service provider used by Akamai to process employment applications we collect information relating to your job history, educational history, resume and related information used to evaluate candidates for employment with Akamai.
- *Device and Usage Data.* Akamai collects information about the device you use to access our sites, communities and portals and the interactions of you and your device with our web properties and applications. That personal data can include the Internet Protocol address (IP Address) associated with your computer or device, the domain name of your Internet Service Provider, your device type and identifiers, browser type, operating system, the content or pages you view on the Akamai sites, time spent on Akamai sites and similar usage and device information. For more information about the technologies, such as cookies, used and your choices regarding them, see the [“Cookies, Web Beacon and other Technologies”](#) section of this statement.

In some cases, you may provide such personal data via third party service providers (such as job application sites, or professional event coordinators) who then forward the data to

Akamai, typically pursuant to a contract with us. Such service providers perform business operations on Akamai's behalf, such as sales, direct marketing, IT or HR tasks.

Data collected or processed on behalf of an Akamai customer

Separate from information collected from your direct interactions with Akamai, by using one of Akamai's customer's websites or applications, personal data about you may be included in the content that is sent across Akamai's network or that is stored on Akamai's servers as part of your session with the customer's website or application ("End User Personal Data"). End User Personal Data may include: Login credentials, subscriber name and contact information, financial, payment, or other transaction information, or any other information relating to you as requested or provided through the use of the web services. Akamai may also collect information from data analytics, including page activity data and URLs of sites visited, country or region/city of origin based upon the IP address, and telemetry data (e.g. mouse clicks, movement rates, and user agent and related browser data).

We do not collect this information for our own purposes; but rather as a "processor" or "service provider" (i.e. on behalf of our customer).

In addition, Akamai operates largely as a conduit for End User Personal Data collected, processed and transmitted by its customers via the Akamai services. The customer determines what End User Personal Data is collected or otherwise used and how it will be processed by Akamai. The customer, therefore, is responsible for compliance with applicable laws for such processing (e.g. appropriate end user notices or consents, and having chosen services appropriate for the type of End User Personal Data transiting Akamai's servers). As an essential part of making sure end users can securely access the webpages and content they request, Akamai has to handle certain data, including IP addresses, but Akamai does not identify the end user using an IP address when doing so. End User Personal Data is not retained or used by Akamai except as transient data necessary to effect data transfers across our network.

Network traffic data captured in Akamai logs

Akamai also collects network traffic data, including IP addresses and other technical data which Akamai servers log relating to the delivery of information over the Akamai platform, as well as (when our customer has purchased the relevant services) data associated with user activity and interaction with web and internet protocol sessions transiting Akamai's servers as part of your session with the customer's web property ("Logged Data"). We do not consider this information to be Personal Data, as we do not maintain the information in an identifiable way. In addition, we do not, and are not required to, collect additional information in order to positively identify any individual. Therefore, absent

detailed and verifiable proof that a given IP address from any person requesting access to Logged Data that may relate to them was actually assigned to the requestor during the time period of the request, we likely will not be able to provide any data in response to the request. If such verifiable and detailed information is available, Akamai will work with the requestor to determine if the request can reasonably be met

Logged Data, in the aggregate, may also be processed for purposes of billing our customers, service issue resolution and service improvement (e.g. routing optimization), service troubleshooting, and aggregate reporting (i.e. reports that do not identify you or the customer).

How Does Akamai Use Personal Data?

Akamai uses the personal data that it collects for three basic purposes:

1. Operation of our business, including providing, maintaining, developing and improving our products and services (including identification and mitigation of security threats on the internet) and providing recruitment services;
2. Managing and supporting our relationship with our customers; and
3. Communications, including promotional communications.

These purposes are discussed in greater detail below.

Operation of our business

Direct Interaction Personal Data, End User Personal Data, and Logged Data is all used to perform essential business operations and provide our products and services. The specific purposes the data is used for varies by type of data, but may include operating and maintaining our platform, improving performance, development of new features and capabilities, research, and customer support. The following are examples of how Akamai uses data for operational purposes:

- *Fulfillment of Transactions/Contractual Obligations.* We may use Direct Interaction Personal Data (along with Logged Data) to respond to requests from current and prospective customers, visitors to our sites, applicants, and other interested parties as needed and appropriate to complete business transactions, comply with contractual requirements, defend ourselves in or seek legal action, or collect debts.
- *Personalization of Your Experience on our Sites.* We use Direct Interaction Personal Data to provide you with a personalized experience on our websites, communities, and portals, such as providing you with content in which you may be interested and making navigation on our sites easier. The data also is used to

generate statistics about the usage and effectiveness of our sites and our service offerings, personalize your experience and tailor our interactions with you.

- *Providing Support.* We use Direct Interaction Personal Data (along with Logged Data) to provide you with technical support as requested. We also use data collected to troubleshoot and identify errors in our sites, communities, and portals, as well as with our platform and services. We also provide “Live Chat” sessions to assist with our sites and contents. Please be aware that it is our general practice to monitor and in some cases record the live chats for staff training and quality assurance purposes and in certain cases to retain evidence of a particular transaction or interaction.
- *Product Development and Improvement.* We use Direct Interaction Personal Data and Logged Data in the development of new products and services and to improve and implement new features and capabilities in existing products. For example, Logged Data and other traffic data is used to derive and compile information relating to the type, nature, content, identity, behavior, signature, source, frequency, reputation and other characteristics of malicious Internet traffic and activity.
- *Security.* We use Logged Data to detect and prevent potential fraud and security risks to our platform and to our visitors and customers. For example, we might blacklist a particular IP address or set of IP addresses used to launch cyber attacks.
- *Recruitment.* In connection with a job application or inquiry, whether advertised on an Akamai site or on a third party platform, you provide us (either directly or through a service provider like a recruiting agency) with Direct Interaction Personal Data about yourself, such as a resume and contact information. We may use this data within Akamai in order to address your inquiry or consider you for employment purposes.

Managing and supporting our customer relationships

We use Direct Interaction Personal Data collected about individuals representing our customers to manage and support our customer relationships. This includes providing support for our services, providing access to customer service portals and communities, providing service training, communicating with customers, selling new services and features, troubleshooting issues and other customer relationship related matters.

Managing and supporting our vendor relationships

We use Direct Interaction Personal Data about individuals representing our third-party service providers to manage and support our vendor relationships. This includes, among others, communication with vendors and third-party service providers, purchasing and negotiating new offerings, requesting support and maintenance services, completing necessary transactions. We also may share such data with our advisors, auditors, and other third parties in exercising our rights and meeting our obligations in the relationships.

Communications, including promotional communications

We use Direct Interaction Personal Data we collect to communicate with you, whether you are a visitor, prospective customer, existing customer, job applicant, or other interested party.

We use the personal data collected from your interaction with the sites to deliver marketing communications, special offers, or advertisements that may be of interest to you either directly or via third party service providers.

As part of any communications we offer you the opportunity to choose to unsubscribe. You may at any time choose not to receive marketing communication from us by following the unsubscribe instructions included in each email you may receive, by indicating so when we call you, or by contacting us as outlined in the [“How to Contact Us”](#) section of this statement.

Some of our offerings may be co-branded, as they are sponsored by both Akamai and third parties. We share data with these third parties for promotional purposes.

We encourage you to familiarize yourself with such third party’s privacy policies to gain an understanding of the manner in which they will handle personal data about you.

Mobile Applications and Social Computing Environments.

Akamai uses Direct Interaction Personal Data in connection with offering mobile applications and social computing environments. Akamai makes available mobile applications for download from various mobile application marketplaces. Akamai also provides social computing tools on some of its sites to enable online sharing and collaboration among members who have registered to use them. These include forums, wikis, blogs and other social media platforms.

When downloading and using these applications or registering to use these social computing tools, you are asked to provide certain personal data. Registration information will be subject to and protected in accordance with this statement, except for the personal data that is automatically made available to other participants in such social computing environment as part of your profile or settings. The processing of your personal data by these applications and tools may be subject to their respective privacy statements with

specific information about personal data collection and handling practices. We recommend that you read those statements to understand how the tools and applications are processing your personal data.

Any content you post, such as pictures, information, opinions, or any other type of personal data that you make available to other participants on such social computing environment, is not subject to this privacy statement. Rather, such content is subject to the terms of use of the respective social computing environment, and any additional guidelines and privacy information provided in relation to its use, as well as the process by which you can remove your content from such tools or get help to do so. Please refer to the respective social computing environment to better understand yours, Akamai's, and other parties' rights and obligations with regard to such content. You should be aware that the content you post on any such social computing environments may be made broadly available to others inside and outside Akamai due to your profile and settings.

Customer Surveys and Service Improvements.

As part of our customer relationship with you, we contact you (except in case you chose not to be contacted by us) via Direct Interaction Personal Data you provided to ask whether you would like to participate in our satisfaction surveys or in market research surveys. We use these surveys to improve our service offering and business operations to better serve you.

How Does Akamai Share the Personal Data?

Akamai shares Direct Interaction Personal Data, Logged Data, and End User Personal Data among our wholly owned and controlled affiliates and subsidiaries globally. We also share this data with vendors or agents working on our behalf for the purposes described in this statement. These companies or organizations must abide by our data privacy, confidentiality and security requirements and are prohibited from using the data for any other purposes.

Akamai may share personal data about you with your consent or as may be necessary to complete any transaction, fulfill a request or provide you with a requested product or service either directly or through your interaction with one of our customers.

Akamai will share, transfer, access, disclose and preserve personal data to the extent required, or:

Co-Branded Promotions.

We share some Direct Interaction Personal Information with our business partners in order to be able to offer you co-branded products and services that may be of interest to you.

Cloud Security Services.

We share Logged Data in connection with detecting and preventing potential fraud and security risks to our platform and to our visitors and customers

Protection of the Rights and Property of Akamai and Others.

We use and share the personal data you provide to protect the rights or property of Akamai, our business partners, third party service providers, customers, or others when we have reasonable grounds to believe that such rights or property have been or could be affected.

Compliance with Applicable Law.

We use and share personal data as required to comply with applicable law or regulation, respond to proper law enforcement requests or other valid legal process, or to comply with applicable government reporting obligations.

Corporate Transactions.

Circumstances may arise where, whether for strategic or other business reasons, Akamai decides to sell, buy, merge or otherwise reorganize businesses in one or more countries. In such cases, we may share the personal data collected within Akamai, with Akamai third party service providers, or other third parties as reasonable to proceed with the negotiation or completion of a merger, acquisition, sale, or other corporate transaction.

In all cases, Akamai will seek reasonably appropriate protections for your personal data when sharing it with third parties and we share it only if the recipient agrees to comply with this privacy statement or has in place substantially similar privacy policies regarding the treatment of personal data and only after execution of a data protection agreement or a non-disclosure agreement.

Where Does Akamai Process the Personal Data?

Akamai is a global organization with business processes, management structures and technical systems that cross borders. As such, we share the personal data within the Akamai group and with our business partners, third party service providers and other third parties consistent with this policy and as permitted by applicable law, and therefore may transfer your personal data to countries in the world where we do business.

Information for EU Data Subjects

Safeguards for Transfer of EU Personal Data.

For any transfer of personal data outside the European Economic Area to a country which is deemed by the EU to not have an “adequate” level of data protection, Akamai has put

in place with its affiliates, with its third party service providers and with its customers, the necessary safeguards and mechanisms to ensure that such transfers comply with applicable data protection laws. These safeguards include the [EU Standard Contractual Clause](#) and [Akamai's EU-U.S. \(which shall include the United Kingdom in the event of Brexit\) and U.S. – Swiss Privacy Shield certification](#). In addition, Akamai may institute in the future in its discretion other lawfully approved mechanisms such as Binding Corporate Rules and Codes of Conduct. For transfers to third party service providers, Akamai shall ensure that such entity maintains appropriate safeguards and shall have in place required data protection terms to ensure protection of personal data to the same degree as required of Akamai.

Akamai's Legal Basis for Processing of Personal Data

As discussed above, Akamai processes personal data for a number of reasons. In all cases, Akamai ensures that such processing is legal, fair, and reasonable. The various processing activities are justified by varying legal bases under the GDPR and similar laws.

Data Processed for Promotional Communications. In those cases where data is collected in order to provide promotional materials or communications, Akamai's processing is based upon the consent of the individual, or the legitimate interest of Akamai to promote its products and services in the business to business context, as appropriate.

Data Processed to provide a service, feature or functionality of a website or portal. In those cases where you are accessing or using a feature or service provided by Akamai, the basis for processing to provide a service requested by you or, when indicated on the website or portal, your consent.

Data Processed to Support Akamai Necessary Business Operations. Where Akamai processes personal data in order to support necessary business operations such as site operations and security, recruitment, site and service analytics, relationship management, and global operations, Akamai processes such data pursuant to its legitimate interest in maintaining viable and efficient business operations and support of necessary business functions (e.g. HR, Finance, etc.). For recruitment, we also rely on the basis of taking steps necessary, at your request, to enter into an employment contract. In addition, if your application is unsuccessful, and if you provide affirmative consent, we will keep your application on file in case other positions open up for which you may be suitable. For data collected to set up and administer your customer relationship with us, we rely on the basis of taking steps necessary, at your request, to enter into a contract and to perform on that contract.

In all cases of data processing on the basis of our legitimate interests, Akamai considers the impact on the rights and freedoms of the individuals whose data may be part of the processing and ensures that its processing activities do not contradict or place at unreasonable risk any such rights or freedoms.

How does Akamai Secure Personal Data

Akamai maintains administrative, technical, organizational and physical measures designed, taking into account the nature of the data and the processing, the state of the art, the costs of implementation and the potential for impact to the rights and freedoms of individuals whose data is being processed, to protect personal data in accordance with this statement and applicable laws against loss, and unauthorized access, use, alteration, and disclosure. Such measures include, by way of example, encryption in transit, two factor authentication, and strict access controls. We also require that our third party service providers protect personal data against unauthorized access, use and disclosure.

How Long does Akamai Retain Personal Data

The retention of personal data collected depends on the purpose for which it has been collected and the systems used to process the data. For example, we will retain your account data for our sites and communities for as long as your account is active. With respect to Logged Data collected as a result of interactions with a customer's web site or services, Akamai will retain such data generally for no more than 90 to 180 days and often for a shorter period than that. Similarly, customer data will be retained as long as required for the customer relationship. Please note that where applicable we will retain and use your personal data as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Requests regarding data retention may be made as outlined in the "[Your Rights as a EU Data Subject](#)" section.

Your Rights as an EU Data Subject

Depending on your jurisdiction or on where you live, you may have the right to request access to and rectification or erasure of personal data or restriction of processing concerning the data subject and to object to processing as well as the right to data portability. You also have the right to withdraw any consent that you may have given for the processing of personal data.

Please use our [Contact Preference Form](#) for any request you want to make.

Please note that before Akamai is able to provide you with any access to information, correct any inaccuracies or delete your personal data, we will ask you to verify your identity and may seek other details from you to help us to respond to your request.

Complaints

Without prejudice to any other administrative or judicial remedy you might have, you may have the right to lodge a complaint with local or data protection authorities if you believe that we have infringed applicable privacy or data protection requirements when processing personal information about you.

You may find a list of EU data protection authorities at:

https://ec.europa.eu/info/law/law-topic/data-protection/reform/what-are-data-protection-authorities-dpas_en

Information for California Residents

The personal data we collect about you includes information within the categories below. These categories are defined by California law and represent the personal data that we have collected about California residents, and how it has been shared, over the past 12 months. We do not necessarily collect all information listed in a particular category, nor do we collect all categories of information for all individuals. We do not sell, and do not intend to sell personal information about you, as defined under California state law.

Category	Sources	Purpose of Collecting Information	Disclosed for a Business Purpose?	Who Shared With?
Personal Identifiers. Identifiers such as a real name, alias, postal address, unique personal identifier, online identifier Internet Protocol address, email address, account name, social security number, driver's license number, passport number, or other similar identifiers.	<ul style="list-style-type: none"> - directly from you - our customers - our service providers 	A subset of this data is processed in connection with a number of our operational functions, including to provide products and services to our customers, provide customer support, fulfill transactions and contractual obligations. It is also processed to detect security incidents, protect against malicious, deceptive, fraudulent or illegal activity, and for data analytics.	Yes	<ul style="list-style-type: none"> - affiliates - service providers - customers

		<p>This information may also be used for marketing purposes, including offering you products that may interest you.</p> <p>For job applicants, a subset of this information is used to process your application.</p>		
<p>Information About You. Information that identifies, relates to, describes, or is capable of being associated with, a particular individual, including, but not limited to, your name, signature, social security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information.</p>	<ul style="list-style-type: none"> - directly from you - our customers - our service providers 	<p>A subset of this data is processed in connection with a number of our operational functions, including to provide products and services to our customers, provide customer support, fulfill transactions and contractual obligations. It is also processed to detect security incidents, protect against malicious, deceptive, fraudulent or illegal activity, and for data analytics.</p> <p>This information may also be used for marketing purposes, including offering you products that may interest you.</p> <p>For job applicants, a subset of this information is used to process your application, including to the extent we arrange travel for you to interview, or if we need to confirm right-to-work status.</p>	Yes	<ul style="list-style-type: none"> - affiliates - service providers - customers

<p>Demographic Information. Characteristics of classes protected under federal or state law, including: familial status, disability, sex, national origin, religion, color, race, sexual orientation, gender identity and gender expression, marital status, veteran status, medical condition, ancestry, source of income, age, or genetic information.</p>	<ul style="list-style-type: none"> - directly from you - our service providers - public records 	<p>A subset of this data is processed in connection with our operational functions as permitted by law, including for example providing customer support and fulfilling legal and contractual obligations. It is also processed to detect security incidents, protect against malicious, deceptive, fraudulent or illegal activity, and for data analytics.</p> <p>This information may also be used for marketing purposes, including offering you products that may interest you.</p> <p>We may also process a subset of this information as part of an employment application, including to make any accommodations for interviewing and to make you aware of any benefits you may receive.</p>	<p>Yes</p>	<ul style="list-style-type: none"> - affiliates - service providers
<p>Commercial Information, including records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.</p>	<ul style="list-style-type: none"> - directly from you - our customers 	<p>A subset of this data is processed in connection with a number of our operational functions, including to provide products and services to our customers, provide customer support, fulfill transactions and contractual obligations.</p>	<p>Yes</p>	<ul style="list-style-type: none"> - affiliates - service providers

		This information may also be used for marketing purposes, including offering you products that may interest you.		
<p>Usage Information. Internet or other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding a consumer's interaction with an Internet Web site, application, or advertisement.</p>	<ul style="list-style-type: none"> - directly from you - our customers - our service providers - through the use of cookies and similar technologies 	<p>This data is processed in connection with a number of our operational functions, including to provide products and services to our customers, provide customer support, fulfill transactions and contractual obligations. It is also processed to detect security incidents, protect against malicious, deceptive, fraudulent or illegal activity, and for data analytics.</p> <p>This information may also be used for marketing purposes, including offering you products that may interest you.</p>	Yes	<ul style="list-style-type: none"> - affiliates - service providers
<p>Geolocation Data.</p>	<ul style="list-style-type: none"> - directly from you - our customers - our service providers - through the use of cookies and similar technologies 	<p>This data is processed in connection with a number of our operational functions, including to provide products and services to our customers, provide customer support, fulfill transactions and contractual obligations. It is also processed to detect security incidents, protect against malicious, deceptive, fraudulent or illegal</p>	Yes	<ul style="list-style-type: none"> - affiliates - service providers - customers

		<p>activity, and for data analytics.</p> <p>It is also processed for marketing purposes, including offering you products that may interest you through both direct and partner advertising.</p>		
<p>Sensory Information. Audio, electronic, visual, thermal, olfactory, or similar information.</p>	<ul style="list-style-type: none"> - directly from you - our service providers 	<p>This data is processed in connection with a number of our operational functions, including providing customer support (i.e. when you call into our call center, we may record the call, or, if you come into our offices to interview, you may be recorded by CCTV).</p>	Yes	<ul style="list-style-type: none"> - affiliates - service providers
<p>Professional or employment-related information, such as your job title, job history, or income.</p>	<ul style="list-style-type: none"> - directly from you - our customers - our service providers - what you may post on social media and job sites 	<p>A subset of this data is processed in connection with a number of our operational functions, including to provide products and services to our customers, and for human resources purposes.</p> <p>It may also be used for marketing purposes, including offering you products that may interest you.</p>	Yes	<ul style="list-style-type: none"> - affiliates - service providers
<p>Inferences drawn from any of the above categories of information to create a profile about a consumer reflecting the consumer's preferences, characteristics,</p>	<ul style="list-style-type: none"> - our service providers 	<p>A subset of this data is processed in connection with a number of our operational functions, including to provide products and services to our customers, to detect</p>	Yes	<ul style="list-style-type: none"> - affiliates - service providers

psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.		security incidents, and protect against malicious, deceptive, fraudulent or illegal activity. It is also processed for marketing purposes, such as offering you products that may interest you.		
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Privacy Rights of California Residents

For residents of California, to the extent we have collected information about you on our behalf, you may have the rights regarding your personal information described below, subject to certain conditions and limitations.

- Right to Know* – You may be entitled to request that we disclose to you personal information we have collected about you, the categories of sources from which we collected the information, the purposes of collecting the information, the categories of third parties with whom we have shared the information, and the categories of personal information that we have shared with third parties for a business purpose. In some instances, you may have the right to receive the information about you in a portable and readily usable format. Before providing any of this information, we must be able to verify your identity.
- Right to Opt-Out* – We currently do not sell personal information to third parties, nor do we intend to do so, and therefore we do not offer this option. However, we may share personal information about you with our service providers and partners as permitted by law.
- Right to Deletion* – Subject to certain conditions, you may be entitled to request that we delete personal information about you. Before deleting information, we must be able to verify your identity. We will not delete personal information about you when the information is required to fulfill a legal obligation, is necessary to exercise or defend legal claims, or where we are required or permitted to retain the information by law. For example, we cannot delete information about you while continuing to provide you with certain products and services or where we are legally required to retain certain information.

If you chose to exercise any of these rights, to the extent that they apply, state law prohibits us from discriminating against you on the basis of choosing to exercise your privacy rights.

Submitting a Personal Information Request Under CCPA

For residents of California, you may exercise your access rights under the CCPA by submitting a request using our [Contact Preference Form](#) or by calling this toll-free number, [+1 877-425-2624](#), and selecting the “Other” option to speak to a member of our team.

Before providing information you request in accordance with these rights, we must be able to verify your identity. In order to verify your identity, you will need to submit information about yourself, including, to the extent applicable, providing your account login credentials or other account information, answers to security questions, your name, government identification number, date of birth, contact information, or other personal identifying information. We will match this information against information we have previously collected about you to verify your identity and your request. To the extent you maintain an account with us, we will require you to login to that account as part of submitting your request. If we are unable to verify your identity as part of your request, we will not be able to satisfy your request. We are not obligated to collect additional information in order to enable you to verify your identity. For deletion requests, you will be required to submit a verifiable request for deletion and then to confirm separately that you want personal information about you deleted. Information collected for purposes of verifying your request will only be used for verification. If you would like to appoint an authorized agent to make a request on your behalf, and that agent is not already authorized to access your account in your profile, please submit a notarized special power of attorney, or a signed letter from an attorney representing you, identifying the agent and authorizing them to submit requests and receive information on your behalf. We may require you to verify your identity with us directly before we provide any requested information to your approved agent.

Cookies, Web Beacons and Other Technologies

As discussed above, we collect information from your visits to our sites, communities and portals, and your interactions with our customers service offerings, in order to help us gather statistics about usage and effectiveness, personalize your experience, tailor our interactions with you, and provide, develop and improve our services. We do so through the processing of transaction logs, as well as the use of various technologies, including scripts, tags, Local Shared Objects (Flash cookies), Local Storage (HTML5) beacons, and cookies. A cookie is a piece of data that a web site can send to your browser, which may then be stored on the computer you are using as a tag that identifies that computer. While cookies are often only used to measure web site usage (such as number of visitors and duration of visit) and effectiveness (such as topics visitors are most interested in) and

to allow for ease of navigation or use and, as such, are not associated with any personal information, they are also used at times to personalize a known visitor's experience to a web site by being associated with profile information or user preferences. Over time this information provides valuable insight to help improve the user experience.

Cookies are typically categorized as "session" cookies or "persistent" cookies. Session cookies help you navigate through web sites efficiently, keeping track of your progression from page to page so that you are not asked for information you have already provided during the current visit. Session cookies are stored in temporary memory and erased when the web browser is closed. Persistent cookies, on the other hand, store user preferences for current and successive visits. They are written on your device's hard disk, and are still valid when you restart your browser. We use session cookies, for example, for media performance analytics. We use persistent cookies, for example, to record your choice of language and country location.

While Akamai's sites at this time do not recognize automated browser signals regarding tracking mechanisms, such as "do not track" instructions, you can generally express your privacy preferences regarding the use of most cookies and similar technologies through your web browser. Look under the heading "tools" (or similar heading) in your particular browser for information about controlling cookies. You can set your browser in most instances to notify you before you receive a cookie, giving you the chance to decide whether to accept it or not. You can also generally set your browser to turn off cookies. If you block, turn off or otherwise reject our cookies, some web pages may not display properly or you will not be able to proceed to checkout for instance. Some sites, service offerings and services may also use web beacon or other technologies to provide better customer service. These technologies may be in use on a number of pages across the sites. When you as a visitor accesses these Sites, a non-identifiable notice of that visit is generated which may be processed by us or by our third party service providers. These web beacons usually work in conjunction with cookies. If you don't want your cookie information to be associated with your visits to these sites or use of these services, you can set your browser to turn off cookies. If you turn off cookies, web beacon and other technologies will still detect visits to these sites; however, they will not be associated with information otherwise stored in cookies.

Many Akamai services that you interact with via our customer services also use session and persistent cookies in order to provide the service functionality. Examples of the purposes for use of various cookies include, determining whether a given interaction is with a human or a "bot", identifying attempts to bypass security settings, identifying devices that already have been authenticated, web performance analytics media analytics and similar service necessary functions. Such cookies are designed based on the privacy by default principle, do not identify individuals nor track them. E.g. the domain go-mpulse.net used for web performance analytic does not collect, retain or share any

data regarding a particular user or device (including IP addresses and user identifiers) on sites or apps not owned by Akamai.

You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of our websites or benefit fully from the capabilities of services used by our customers.

We use Local Shared Objects, such as Flash cookies, and Local Storage, such as HTML5, to store content information and preferences. Third parties with whom we partner to provide certain features on our website or to display Akamai advertising on others' websites based upon your web browsing activity also use Flash cookies or HTML5 to collect and store information. Various browsers may offer their own management tools for removing HTML5. To manage Flash cookies, please visit http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html.

We may also include web beacons in marketing email messages or our newsletters in order to determine whether messages have been opened and links contained within clicked on.

Some of our business partners set web beacons and cookies on Akamai's website, communities and mobile applications:

Google Analytics.

We use Google Analytics for our sites, a web analysis service of Google Inc, (1600 Amphitheatre Parkway Mountain View, CA 94043, USA "Google"). The use includes the "Universal Analytics" operating mode. This facilitates the assignment of data, sessions and interactions across several devices to a pseudonymous user ID and thus the analysis of a user's activities across devices. Google Analytics uses cookies. The information generated by the cookie about your use of the Site is usually transferred to a Google server in the USA and stored there. In case you are a EU citizen, and in case IP anonymization is activated on the Site, Google will shorten your IP address before it is transferred to Google servers in the USA. Only in exceptional cases will your complete IP address be transferred to the USA and shortened there. The IP address transferred by your browser will not be merged with other data Google holds. On our behalf Google will use your data for analytics relating to your use of the site, to compile reports on the site activity and to provide us with other services related to website and Internet use.

For more information on Google's terms of use please visit <https://www.google.com/analytics/terms/us.html> and its Google Analytics privacy statement is available at <https://policies.google.com/privacy/partners>

You may also prevent Google from collecting the data generated by the cookie and relating to your use of the website (including your IP address) and from processing this data by Google by downloading and installing the Google Analytics Opt Out Browser Add on, available here <https://tools.google.com/dlpage/gaoptout?hl=en>. Opt-out cookies prevent the future collection of your data when you visit the site. To prevent Google Universal Analytics from collecting data across several devices, you must opt-out on all systems used.

Third Party Social Media Widgets.

In addition, third-party social media widgets (e.g. Facebook’s “Share” or “Like” button), the playing of videos embedded on our sites and operated by third party video-sharing providers (e.g. Youtube) and surveys linked to from our sites and operated by third party providers (e.g. Survey Monkey), may log certain information such as your IP address, browser type and language, access time, and referring web site addresses, and, if you are logged in to those social media sites, they may also link such collected information with profile information they may about you. We do not control these third party tracking technologies. Please make yourself familiar with these third party web beacons and cookies usage and read their privacy statements to understand their data collection practices and the choices offered to you (e.g. for Youtube, <https://policies.google.com/privacy?hl=en>).

Depending upon your privacy settings with the social media service providers, we may be able to collect information from your profile set up for their social medial services when you interact with the widgets.

We may include applications (or “widgets”) from third party social media offerings that allow you to follow or interact with us on social media platforms. These widgets, such as a Facebook “Share” or “Like” button, are visible to you on the web page you visit. When you use these widgets or when you are logged in to those platforms, the respective social media providers may be able to collect information about your use of the Sites. Please visit the applicable social media network’s privacy policy to better understand their data collection practices and choices they make available to you. The privacy policy of the social media network controls the collection, use and disclosure of all personal information transmitted to that network.

Online Advertising

Akamai does not deliver third party online advertisements on our sites but we advertise our services on third party’s websites.

Please familiarize yourself with those website operators' or network advertisers' privacy policies to understand their practices relating to advertising, including what type of

information they may collect about your Internet usage. Some advertising networks we may use may be members of the Network Advertising Initiative (NAI) or the European Interactive Digital Advertising Alliance (EDAA). Individuals may opt-out of targeted advertising delivered by NAI or EDAA member ad networks by visiting <http://www.networkadvertising.org> and <http://www.youronlinechoices.eu/>.

We have also engaged with certain third parties to manage some of our advertising on other sites. These third parties may use cookies and web beacons to collect information (such as your IP address) about your activities on Akamai's and others' websites to provide you targeted Akamai advertisements based upon your interests. If you wish to not have this information used for the purpose of serving you targeted ads, you may contact as outlined in the "[How to Contact Us](#)" section of this statement.

Please note that this does not opt you out of being served non-targeted advertising. You will continue to receive generic, non-targeted ads.

Children and minors

We do not knowingly collect personal information directly from individuals under 17 years of age. Our services are not intended for individuals under 17 years of age. No one under 17 years of age should submit or post personal information through our services. We may collect personal information regarding individuals under 17 years of age from their parents or legal guardians, but only as necessary to provide our products and services.

Links to Third Party Web Sites and Third Party Applications

To allow you to interact with other websites on which you may have accounts (such as Facebook and other social media service providers) or join communities on such sites, we may provide links or embed third-party applications that allow you to login, post content, or join communities from our sites. We may also provide you with general links to third party websites.

Your use of these links and applications is subject to the third parties' privacy policies, and you should become familiar with these third party sites' privacy policies before using the links or applications. Akamai is not responsible for the privacy practices or the content of those other third party web sites.

Notification of Changes to this Statement

We will post a notice for 30 days at the top of this page notifying individuals when this statement is updated or modified in a material way. If we are going to use your personal

information in a manner different from that what is stated in this statement at the time of collection, we will notify you, and you will have a choice as to whether or not we can use your personal information in such a way. We recommend that you check this statement regularly to familiarize yourself with Akamai's practices and to be aware of any material changes.

How to Contact us

If you have a question about this statement or Akamai's handling of your personal data, or if you wish to provide instructions regarding our use of your data as set forth in this statement, you may contact us:

By sending an email: privacy@akamai.com

By calling us at [+1 877-425-2624](tel:+18774252624) and selecting the "Other" option; or

By mailing us:

Akamai Technologies, Inc.,
Global Data Protection Office
Attn: Chief Privacy Officer
Legal Department
150 Broadway
Cambridge, MA 02142
U.S.A.

Akamai Technologies GmbH
Attn.: EMEA Data Protection Officer
Parkring 20-22
85748 Garching
Germany

Akamai Technologies Limited
Akamai Technologies, Inc.'s EU representative
Attn: Global Data Protection Office
7 Air St, 2nd Floor
Soho, London W1B 5AD
UK

Akamai's Supervisory Authority for the EU:

The Information Commissioner's Office, ICO
Wycliffe House
Water Lane
Wilmslow, Cheshire, SK9 5AF, United Kingdom

The ICO's offers a [website to report concerns](#).

What's New?

Date of Changes	Changes to Prior Version
May 15, 2018	<p>The Akamai Privacy Statement was updated to meet the requirements of the General Data Protection Regulation EU 2016/679 (“GDPR”).</p> <p>Added descriptions of privacy practices associated with data processed as part of Akamai service offerings.</p>
January 1, 2020	<p>The Akamai Privacy Statement was updated to meet the requirements of the California Consumer Privacy Act (“CCPA”).</p> <p>Added descriptions of privacy practices associated with data collected as part of Akamai service offerings.</p>
July 1, 2020	<p>The Akamai Privacy Statement was updated to meet cookie law requirements.</p> <p>Added clarification that cookies used by Akamai services do not track individuals</p>