



Third Party Marketplace Privacy Policy

Last updated: April 1, 2016

F5 Networks (“F5”) believes that the confidentiality of your information is one of its fundamental responsibilities. This Privacy Policy governs F5’s data collection and usage for its cloud-based services that are provided through a third-party marketplace (the “Services”). Please note that this Privacy Policy does not apply to any Software as a Service products directly provided by F5. Please review the Privacy Policy carefully. Your use of the Services constitutes your agreement to all such terms, conditions and notices herein. If you do not agree to these terms, please do not use the Services.

F5 limits the collection, retention and use of customer information for its Services to what F5 believes is necessary or useful to conduct its business, provide quality service, and offer products and services of interest to its customers. The following sections describe how F5 collects, retains and uses customer information for the Services.

F5 uses commercially reasonable safeguards to help protect and secure your personal information, and uses reasonable efforts to obtain the agreement of business partners to take steps to protect the confidentiality, security, and integrity of personal information that F5 shares with them. However, no electronic data transmission or storage of information can be guaranteed to be 100% private and secure.

Collection and Retention of Customer Information

As part of the Services, F5 may receive or collect the following information:

- F5 may receive personally identifiable customer information from the provider of the third-party marketplace.
- F5 may collect personally identifiable customer information through its website at www.f5.com (the “Website”). On the Website, you may be asked to complete registration forms or provide other information. An explanation about how customer information is collected and used via the Website is available [here].
- F5 may collect information that is not personally identifiable to the user, such as zip code and account information.
- By using the Services, F5 automatically collects certain information, including but not limited to, disk configuration, memory amount, technical or diagnostic information, as well as periodic updates for software, databases, etc.
- If you are providing payment through the Website, no credit or debit card information is stored on F5 servers; such information is stored by our PCI-compliant third-party payment processors. All credit and debit card transactions occur between the computer originating the transaction and such third party payment processors; not F5.

How F5 Uses the Information

The personal information (e.g., name and address) F5 collects when you use our Services is used only to service your account, support and improve F5’s products and services, and provide you with information on F5 products and services. Any personal information that is collected is not shared with third parties, except for F5 Partners, as described in this Privacy Policy.

F5 may also use aggregated user data from the Services as part of research to develop new features, tools, and content, and for market research related to the Services and F5 products.

Third Parties with Whom F5 Shares Information

The majority of F5 products are sold through its business partners (the third-party marketplace through which you receive Services, resellers, distributors, etc.) (“F5 Partners”). In order to transact business, F5 shares limited information with the F5 partners that offer or resell F5 products. F5 also works with business partners to provide specific services, such as sending newsletters, providing software downloads or product deliveries, or handling credit or debit card transactions. F5 provides these F5 Partners limited customer information such as name, company name and address.



In addition, F5 will disclose your personal information, without notice, only if required to do so by law or in the good-faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on F5; (b) protect and defend the rights or property of F5; or, (c) act under exigent circumstances to protect the personal safety of users of F5, or the public.

F5 does not rent or sell customer information to unaffiliated third parties for the purpose of marketing their products or services to you.

Surveys

If allowed by the third-party marketplace, F5 may conduct surveys regarding the Services. The information you provide is used collectively for analytical purposes. You will not receive unsolicited communications as a result of your participation in a survey if you notify us not to contact you.

You Have a Choice

As explained above, the Services collect certain information to allow F5 to provide and maintain the Services. You may opt out of the collection and use of such information by configuring the Software to disable these features.

In addition, F5 is sensitive to the fact that some of its customers prefer not to receive offers or product promotions from F5. Customers who do not wish to receive these offers may have their names removed at any time from future solicitations. To remove your name from future mailings, please email your request here or send your request in writing to F5 Networks, 401 Elliot Ave. West, Seattle, WA 98119 Attn: Marketing.

Help Us Keep Accurate Records

F5 understands the importance of maintaining accurate customer records. Please help keep your records accurate by contacting us at updateinfo@f5.com.

Notification of Changes

F5 reserves the right to change the terms, conditions, and notices in this Privacy Policy under which the Services are offered. When F5 does, it will update the revision date at the top of this statement. Your continued use of the Services indicates your agreement to the modified terms, conditions, and notices in this Privacy Policy.

Questions or Complaints

F5 recognizes and respects your privacy expectations. F5 wants its customers to understand its commitment to privacy. If you have questions or complaints about the Privacy Policy, please email us at privacy@f5.com.