

Information Processed by FlexNet Operations[®]

January 15, 2020

Approved use:

- Employees of Flexera Software
- Employees of partners, prospects and customers of Flexera Software products while they are covered by a valid non-disclosure agreement with Flexera Software

Summary

The intended purpose of FlexNet Operations® is to help you manage product entitlements you grant to your customers and manage your fulfillment of those product entitlements to your customers. This document describes the information that FlexNet Operations will or might process to accomplish this purpose. Some of the information processed by FlexNet Operations originates from you and some originates from your customer users. Depending upon the nature of your product, your customer users will either be consumers, employees of your enterprise customers, or a limited number of administrator employees of your enterprise customers.

Information Not Processed

The remainder of this document describes the information processed by FlexNet Operations; however, for clarity, here is the information not processed by FlexNet Operations:

- Payment card information, health information, or sensitive personally identifiable information
- Copyrighted content, whether copyrighted by you or others, unless as part of your use of FlexNet Electronic Software Delivery

Information Originating from You

Entitlement Information

Entitlements also go by the name of orders, use rights, or licenses. The entitlement information you provide to FlexNet Operations usually comes from your order management system in the form of a live data feed or periodic file export/import. Therefore, FlexNet Operations collects no more entitlement information than you already manage. You must provide the following entitlement information to FlexNet Operations:

- *Entitlement ID*
- *Sold to (customer or channel partner)*
- *Product features (name, version, quantity, license model)*

You can optionally supplement the above entitlement information with any of the following information if you feel it will help you better identify, categorize, or process your customers' entitlements:

- *Description*
- *Ship to email*
- *Ship to address*
- *Description*
- *Part number*
- *Order ID*
- *Order line number*
- *Start date*
- *Term*

License Enforcement Information

If you use FlexNet Operations with a license enforcement technology, FlexNet Operations will invoke the component that either digitally signs or encrypts a license before that license is sent to your customer user as part of a fulfillment.

If you are using FlexNet Operation On-Premises, the component that digitally signs or encrypts a license is hosted by you. FlexNet Operations invokes that component and stores the resulting license.

If you are using FlexNet Operation Cloud, the component that digitally signs or encrypts a license, based on your preference, is hosted either by you or by FlexNet Operations Cloud. Either way, FlexNet Operations invokes that component and stores the resulting license.

Administrator Information

Only a small number of your employees will ever interact with the user interface of FlexNet Operations. These small number of administrators will each have an account on FlexNet Operations and thus must provide information about themselves, some of which is Personally Identifiable Information (PII) of their corporate persona.

Since the following user information is provided by each administrator, they are giving FlexNet Operations explicit consent to process the information they provide.

FlexNet Operations administrators **must** provide:

- *Corporate email address*
- *First name*
- *Last name*

FlexNet Operations administrators can **optionally** provide:

- *Display name*
- *Corporate contact information (phone number, fax number)*
- *Corporate location information (street, city, state / province, postal code, country, time zone, locale)*

Information Originating from Your Customer Users

Fulfillment Information

Fulfillments also go by the name of activations. Your customer users provide the following information to FlexNet Operations when requesting to fulfill an entitlement:

- *Activation ID*

They can optionally supplement the above information with the following information:

- *Product features (name, version, quantity)*
- *Start date*
- *Term*

If you fulfill your entitlements to a particular computer or device, then FlexNet Operations will collect the following information about that customer user's computer or device:

- *Computer or device identifier (your choice of IP address, Ethernet MAC Address, Host name, Serial number, Virtual Machine UUID, hardware dongle ID)*

If you fulfill your entitlements to a particular user, then FlexNet Operations will collect the following information about that customer user:

- *Login ID*

If your entitlements measure usage by a metric that is internal to how your product operates, you will provide FlexNet Operations information about how your customer users operate your product. Since FlexNet Operations is an open platform into which you can upload your customers' usage against their entitlements, you choose what static or dynamic information constitutes usage that you want to measure against a customer entitlement.

User Information

Your customer users will interact with the user interface of FlexNet Operations. Depending upon the nature of your product, they will either be consumers, employees of your enterprise customers, or a limited number of administrator employees of your enterprise customers. Each of these customer users will have an account on FlexNet Operations and thus must provide information about themselves, some of which is Personally Identifiable Information (PII).

Since the following information is provided by each customer user, they are giving FlexNet Operations explicit consent to process the information they provide.

FlexNet Operations customer users **must** provide:

- *User ID*
- *First name*
- *Last name*

FlexNet Operations customer users can **optionally** provide:

- *Email address*
- *Contact information (phone number, fax number)*

- *Location information (street, city, state / province, postal code, country, time zone, locale)*
- *Organization (ID, display name)*
- *Active Directory group (distinguished name, domain, display name)*



Flexera Software LLC
(Global Headquarters)
+1 800 809 5659

United Kingdom
(Europe, Middle East Headquarters)
+44 870-871-1111
+44 870-873-6300

Australia
(Asia, Pacific Headquarters)
+61 3-9895-2000

Beijing, China
+86 10-6510-1566

For more locations visit:
www.flexerasoftware.com