

Lenovo XClarity™ One

By activating and using the “Call Home” or “AutoSupport” / “ASUP” feature (“Call Home”) in connection with a Lenovo product, you agree to the terms and conditions found in this Call Home User Agreement (“Agreement”). To activate Call Home, you must provide certain contact information and agree to automatic collection of service information from managed devices for upload to Lenovo. You agree that contact and service information collected in connection with activation and use of Call Home (“Service Information”) will be handled in accordance with this Agreement and Lenovo's Privacy Statements available at <https://www.Lenovo.com/privacy/>.

Service Information includes system diagnostic data that is helpful in debugging problems, such as usage, utilization, performance, system failure logs, part feature codes, part numbers, part serial numbers, part locations, maintenance levels, configuration values, inventory data, events, and alerts. Service Information is data about your Lenovo hardware, product, or device.

Lenovo (or its entities and subcontractors) may also ask you to send additional types of Service Information about the problem that our support specialists can use to troubleshoot your problems. This Service Information will be associated with the service ticket that was generated by Call Home.

By sending Service Information, you represent and warrant that none of the Service Information exported to, or otherwise accessible by, Lenovo or its affiliates and subcontractors is controlled as a defense article under the U.S. International Traffic in Arms Regulation (ITAR) or under any other country's laws or regulations. You may not upload or otherwise export or re-export images or files from or to Lenovo except in full compliance with all applicable export and import laws and regulations.

You further represent and warrant that you have the right to provide Lenovo with the Service Information. You remain responsible for:

- Any data and the content of any database that you make available.
- The selection and implementation of procedures and controls regarding access, security, encryption, use, and transmission of your data.
- Backup and recovery of any database and any stored data.

Do not submit any sensitive or personally identifiable information together with any Service Information. You will be responsible for reasonable costs and other amounts, including attorney fees, that may be incurred relating to any such sensitive or personally identifiable information, including those arising out of any third-party claims.

After your Service Information is received by an approved means, [Lenovo] will use it to (a) assist you in isolating the cause of a problem with a product, (b) fix defects, (c) support products or services, and (d) improve products and services. Lenovo may disclose your data to its affiliates and subcontractors that use it to help fix defects or provide support. Lenovo may transfer Service Information to one or more countries in which Lenovo does business, which may be different from the country in which you are located.

Lenovo implements appropriate technical and organizational measures and processes to protect your Service Information and to maintain its quality both during transmission and after it is received; however, no data transmission over the Internet can be guaranteed to be 100% secure.