RACKSPACE TECHNOLOGY COOKIE NOTICE

Last Updated: April 9, 2021

This Rackspace Technology Cookie Notice ("Cookie Notice') applies to all websites, services, messaging (e.g., email and online chat communication), and mobile-device applications that are operated by or on behalf of Rackspace Technology. The Cookie Notice also applies to Rackspace Technology-branded pages on third party platforms. For the purposes of this Cookie Notice, we refer to all such websites, services, messaging, mobile-device applications and Rackspace Technology-branded pages on third-party platforms as the "Sites". This Cookie Notice is supplemental to Rackspace Technology's corporate Privacy Statement (available at http://www.Rackspace.com/information/legal/privacystatement).

Rackspace Technology and its partners use cookies or similar technologies to: analyze trends; administer the website and other Rackspace Technology branded platforms; track users' digital properties and movements around the website; and gather information about our user base as a whole.

WHAT IS A COOKIE

A "cookie" is a small text file that a website saves on your computer or mobile device when you visit a website. Cookies are widely used by website owners in order to make their websites work, or to work more efficiently, as well as to provide reporting information.

Cookies set by Rackspace Technology are called "first party cookies". Cookies set by parties other than Rackspace Technology are called "third party cookies." Third party cookies frequently enable certain third party features or functionality to be provided on or through websites or services such as advertising, analytics, and interactive content.

WHEN WE USE COOKIES, WEB BEACONS, AND SIMILAR TECHNOLOGIES

Cookies. We use cookies to collect information about your device, such as IP address, operating system and browser type. The types of cookies that we use are detailed below:

- **Required**. These cookies, also known as "Strictly Necessary" or "Essential," help you to move around the Sites. For example, if you're required to sign into a Rackspace Technology Site, the cookies identify you as being signed in and remember you so that you don't have to sign back in every time you move between the Sites.

- **Functional**. We use these cookies so that the Sites recall the choices you make. For example, these cookies are capable of recognizing if you've been to one of the Sites before, so messages intended for first-time users are not displayed to you. We may also use functional cookies to tailor content or advertisements to match your preferred interest and to avoid showing you the same advertisements repeatedly.

- **Advertising**. These cookies are used to make advertising messages more relevant to you. They perform functions like preventing the same ad from continuously appearing, ensuring that ads are properly displayed for advertisers and in some cases selecting advertisements that are based on your interests.

- **Analytical**. These cookies help us identify the number of unique visitors to the Sites, whether or not those visitors are repeat visitors, and the source of our Site traffic. For example, if there are 1,000 visits to a Site on a certain day, we can use cookies to discover how many of those visits were made via the same browser (same visitor). We may also use the cookie to discover whether you have visited our Sites more than once and the source for each visit. Cookies help us to compile anonymous, aggregated statistics so that we can: better understand how people use the Sites; improve the structure of the Sites; and count the number of anonymous users of the Sites.

- **Session cookies.** These cookies allow us to link your actions during a particular browser session.

- **Persistent cookies.** These cookies allow us to recall your preferences or actions across multiple Sites.

In addition to the reasons for our use of cookies detailed above, we use the information gathered from cookies – namely, IP addresses - to help diagnose problems with our servers and to administer our Sites.

Web Beacons. We use web beacons to track your movements to, from and on the Sites to determine the effectiveness of content and advertising campaigns, particularly as they enable us to count the number of times that our advertisements and web-based email content are viewed.

Server logs. If you arrive at a Site by clicking on an advertisement that we have paid for (including a paid search engine result) or a link in an email sent from or on behalf of us, then we will capture information that tracks your visit from that link (e.g., referring URL, browser information). If you arrive at a Site by clicking a source not paid for by Rackspace Technology, such as link in a non-paid search engine result or an unsponsored link on a third party's website, we may capture information that tracks your visit from that source, to the extent we are able to do so. We may also capture information about your computer system, such as your browser type and operating system. We may also gather certain information automatically, such as Internet protocol (IP) addresses, Internet service provider (ISP), the files viewed on our site (e.g., HTML pages, graphics, etc.), operating system, date/time stamp, and/or clickstream data to analyze trends in the aggregate and administer the site.

Rackspace Technology Sharing Tools. We would like to draw your attention to the fact that the Rackspace Technology Sites now carry embedded "share" and "like" buttons to enable visitors to Rackspace Technology Sites to share content through a number of social media networks. These networks may set a cookie when you are logged in to their service. Rackspace Technology does not control the dissemination of these cookies and you should check the relevant third party website for more information about these.

COOKIES SET BY THIRD PARTIES ON THIRD PARTY SITES

To enhance your experience of Rackspace Technology Sites, we sometimes embed photos and video content that originated from websites such as YouTube and Flickr. As a result, when you visit a page on a Rackspace Technology Site that features content from, for example, YouTube or Flickr, you may be presented with cookies from these websites. Rackspace Technology does not control the dissemination of these cookies. You should check the relevant third party's website for more information about these cookies.

HOW TO CONTROL AND DELETE COOKIES

You have the right to decide whether to accept or reject cookies (apart from those that are required or essential). You can exercise your preferences in relation to cookies served on our Sites by using our cookie consent tool.

You can also your browser to reject all, or certain, technologies. However, if you use your browser settings to block all such technologies, you may not be able to access all or parts of the Sites. Turning cookies off, for instance, will prevent you from registering for, signing in to, and using many of the services on those Sites.

If you want to control the cookies that are placed on your computer or other device, you could:

- view cookies stored on your hard drive;
- choose whether or not to permit cookies to be set by default;
- delete the cookies stored on your hard drive.

The main browsers allow you to change your cookie settings. These settings will typically be found in the 'options' or 'preferences' menu of your browser. You may also use the 'Help' option in your browser for more details. If you are visiting this site using a mobile device such as a smartphone or tablet, please refer to the manufacturer's instructions on how to manage cookies.

In addition, most advertising networks offer you a way to opt out of targeted advertising. If you would like to find out more information, please visit http://www.aboutads.info/choices/ or http://youronlinechoices.com.

To fully ensure that no cookies or other technologies are used when you visit the Sites, you also have the option to refrain from using Sites.

CONTACT US

If you have a question or complaint about this Cookie Notice or our information collection practices, please contact us at privacy@Rackspace.com or write us at Chief Privacy Officer, Rackspace Technology, 1 Fanatical Place, City of Windcrest, San Antonio, TX 78218.

PRIVACY LINKS

- Rackspace Technology Privacy Statement
- Rackspace Technology Job Candidate Privacy Notice
- Rackspace Technology Mobile Privacy Notice