

# Motorola Solutions code of conduct for data rights and ethics

Motorola Solutions adheres to applicable laws, regulations, policies and our business code of conduct as we provide our solutions to our customers. We also respect the need for data privacy. Technology may progress faster than the legal and regulatory frameworks can effectively address it, therefore we provide this Code of Conduct for responsible use of our customers' data and the solutions we create, provide and operate.

This Code of Conduct is intended to serve as guidance to all Motorola Solutions employees. Adherence to this policy, however, does not limit the applicability of other Motorola Solutions policies and standard operating procedures. Because no guidance can be absolute for all situations, deviations to this Code of Conduct may be permitted when properly authorized by leadership.

## **Our customers' data**

- Our customers own and control their data.
  - Only with our customers' explicit permission will we:
  - Process their data to provide and support our solutions
  - Access / read their data
  - Share their data with other customers
  - Share their data with the public, other third parties and our partners
  - Use their data for training of our systems & development of our solutions
- Where we have rights we may aggregate data across customers and derive new data sets.
  - We will be transparent about the data that is aggregated or derived.
  - We will protect personally identifiable information by never combining multiple data sets in a way that enables the combined data to become personally identifiable.
- We will only use our customers' data for Motorola Solutions' business purposes after we anonymize, pseudo-anonymize or aggregate personal information so that it is no longer considered personal information under applicable laws and regulations.
- We will only retain data for as long as necessary to fulfill the purpose for which it was collected and in compliance with relevant record retention policies.
- Our agreements will provide clear expectations and timelines around what data we will delete and what actions we will take when our contract terminates.

### Data on solutions that we operate

- We will collect performance and usage data from our solutions to maintain and improve them as well as create new products and services.
- We are transparent about data that we collect and will limit collection of personal information to the minimum necessary.
- We allow our customers to opt-out of our data collection so long as it does not degrade our ability to deliver their required levels of system performance

### Securing our customers' data

- Our personnel, solutions and environments will protect our customers' data, Motorola Solutions' proprietary data and personal information.
- We provide internal governance, controls, and audits of our solutions for ensuring proper use and for safeguarding data against theft, unauthorized or unlawful processing and other misuse.
- We design cybersecurity into our products and services to protect our customers' data that we process.
- We maintain a cyber security program to protect our solutions against loss, theft, unauthorized or unlawful processing, or other misuse.
- It is the responsibility of Motorola Solutions personnel to immediately provide internal notice of any potential data incident or breach to the Security Operations Center (866-343-5220 or [managed-security@motorolasolutions.com](mailto:managed-security@motorolasolutions.com)).

### Resale of our data

- We will only resell data and/or its derivatives where we have ownership, control, or other legal entitlement to it.
- We will not resell data that contains personally identifiable content.
- We will be transparent with customers about how we monetize data that is pertinent to them.
- We allow customers to opt-out of resale of their data where they are legally entitled.

### Customer usage of our solutions

- We provide comprehensive software controls, audits, training, and policies that enable our customers to comply with all applicable laws and regulations, but we cannot ensure that they comply.
- We provide mechanisms and controls that allow our customers to share data with others and we will educate them on the operation of these capabilities.
- We do not knowingly sell our products and services to users who will use them in a manner that is inconsistent with our Code of Business Conduct.
- Where our algorithms rely on historical data, we will educate our customers on how bias could be introduced into our solutions by our customers' data and/or operational procedures.
- We recommend that our customers provide transparency to their communities about how they use our solutions.