New Relic California Privacy Notice

Supplemental Privacy Disclosures for California Residents

These supplemental privacy disclosures for California residents ("Supplemental Disclosures") are provided by New Relic, Inc. and apply solely to residents of the State of California ("consumers" or "you") with respect to personal information New Relic processes as a business. Any terms defined in the California Consumer Privacy Act of 2018, as amended from time to time, including by the California Privacy Rights Act of 2020 and its implementing regulations (collectively, the "CCPA") have the same meaning when used in these disclosures. These Supplemental Disclosures do not reflect our collection, use, or disclosure of California residents' personal information, or data subject rights, where an exception or exemption under the CCPA applies. These Supplemental Disclosures supplement our General Data Privacy Notice by explaining your privacy rights if you are a California resident, providing our "notice at collection," and providing certain mandated disclosures about our treatment of California residents' information, both online and offline. Accordingly, these Supplemental Disclosures notice should be read in conjunction with our General Data Privacy Notice. You can download an electronic copy (pdf version) of these Supplemental Disclosures here.

1. Notice at Collection

The General Data Privacy Notice provides information on the various types of personal information that we collect. We have set out below the categories of personal information that we collect about California residents, using the categories enumerated by the CCPA. Although we do not "sell" personal information for money, we engage in practices with our Services involving third parties that could be considered a "sale" or "sharing" as defined under California law. We do not knowingly sell or share the personal information of minors under the age of 16.

Our California Privacy Policy is below, in section 2 of these disclosures.

(A) New Relic may collect the following categories of personal information about you:

- Identifiers, e.g. real name, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, telephone number, credit or debit card number or other similar identifiers;
- Commercial information, including records of New Relic products or services purchased or requested;
- Internet or other electronic network activity information, device & geographic information IP address, device type, unique device identification numbers, browser-type, broad geographic location (e.g. country or city-level location), user ID, and other technical

information;

- Information about how your device has interacted with our Sites, including the pages accessed and links clicked;
- Location information, i.e. geo-location information about where you are accessing our Sites (e.g., if you access our Services or Sites on your mobile or tablet device, we may collect information about your device's approximate location based on the device's IP address);
- Online viewing activities and habits (e.g., videos viewed or pages viewed on our Site);
- Inferences drawn from the categories of information listed above, such as individual profiles, preferences, characteristics and behaviors; or
- Sensitive personal information as defined in the California Privacy Rights Act, such as your account login in combination with the associated password or credential to access the Services or your account on our Site.

(B) New Relic uses your personal information for the following purposes:

to create & maintain a trusted environment for our Services and Sites, including to:

- manage the security of our Sites, physical locations, networks, and systems, including fraud and crime prevention and error debugging;
- operate, administer, analyze, develop, improve and optimize the use, function and performance of our Sites, Services, and systems;
- comply with applicable laws, regulations, legal process and our internal policies and to operate our business;
- perform accounting, audit, and other internal functions, such as internal investigations; or
- to manage code check-ins and pull requests for open source and community development projects.

to provide our Services and perform our contract with you as our customer**,** including to:

- perform services on behalf of our various businesses, such as user retention, providing content recommendations and/or processing information;
- provide, develop, improve, repair, and maintain our products and Services;
- engage in transactions with customers, suppliers and business partners and to process orders for New Relic Services; or
- to provide New Relic Services, survey tools, payment processing services, or the certificate creation tool for New Relic University.

to communicate and respond to your requests and inquiries to New Relic**,** including to:

- conduct research you agree to participate in, through meetings, surveys, or other tools; or

- respond to your queries and provide you with information and promotional material on New Relic when you initiate a webchat.

to market our Services or related products and services to new and existing customers, including to:

- tailor our marketing and sales activities to your company's interests and in accordance with your communication preferences and your requests for information and to be contacted by New Relic;
- tailor the purchase of Services;
- for purposes of targeted advertising, delivering relevant email content and event promotion;
- to link or combine information about you with other personal information we get from third parties, to help understand your needs and provide you with better and more personalized service; and
- by creating anonymous data records from personal information in accordance with applicable law.

We collect and process sensitive personal information as described above only for the purposes of:

- Performing, providing or offering the Services;
- Ensuring security and integrity to the extent the use of sensitive personal information is reasonably necessary and proportionate for these purposes;
- Performing services on our behalf, providing customer service, providing analytic services, providing storage, or providing similar services on our behalf; and
- Undertaking activities to verify or maintain the quality or safety of the Services and to improve, upgrade, or enhance the Services.

(C) Retention of Personal Information

We retain each of the categories of personal information collected under these Supplemental Disclosures as long as necessary to fulfill the purpose(s) for which it was collected, provide our services, resolve disputes, establish legal defenses, conduct audits, pursue legitimate business purposes, enforce our agreements, and comply with applicable laws. As a result, different retention periods apply to different types of information. Please find our California Privacy Notice directly below.

Following the end of the relevant retention period, we will delete or anonymize your personal information. Even if you request a deletion, we may be required to maintain your information for as long as necessary to comply with our legal or regulatory compliance needs (*e.g.*, maintaining

records of transactions you have made with us); to exercise, establish or defend legal claims; and/or to protect against fraudulent or abusive activity on our Services.

2. California Privacy Policy

Last Updated: October 2026

Our Personal Information Handling Practices

We have set out below a table containing the categories of personal information about California residents we have collected in the preceding 12 months, and the sources of that information. The table is followed by a description of the purposes for which we collected personal information.

We have also set out below categories of personal information about California residents we have collected, and as applicable disclosed, for a business purpose in the preceding 12 months.

We fully describe our practices to all our members and visitors in our General Data Privacy Notice but use this separate notice to ensure that we meet the CCPA's requirements.

Section 1: Categories and Sources of Personal Information we collected and processed within the last 12 months

CCPA Categories of Personal Information	Sources of Personal Information
Identifiers, e.g. real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, telephone number, or other similar identifiers	Information you provide directly or through your interactions with our Services, providers of business contact information, resellers, referral and joint marketing partners, distributors, managed service providers, IAAS or PAAS partners, cloud providers, and other technical alliances as described in our General Data Privacy Notice
Commercial information (e.g., information regarding New Relic's products or services purchased, obtained, or information requested on same)	Information that you provide to us directly when you, e.g., sign up to or inquire about the New Relic Services

Internet or Other Electronic Network Activity Information (e.g. search history, and information regarding your interactions with our Services)	Your interactions with the New Relic Services or Sites
Personal information described in Cal. Civ. Code §1798.80(e)(such as name, address, telephone number, credit card or debit card number)	Information you provide directly or through your interactions with the New Relic Services, providers of business contact information, resellers, referral and joint marketing partners
Online viewing activities and habits	Information such as videos viewed or pages viewed on our Sites
Inferences drawn from the categories of information listed above	Information inferred from the categories of information listed above, such as individual profiles, preferences, characteristics and behaviors
Sensitive personal information as defined in the California Privacy Rights Act	Information, such as your account login in combination with the associated password or credential to access the Services or your account on our Site
Audio, electronic, visual or similar information	Information you provide directly such as images of you captured during a New Relic event or promotion in photos or videos and/or recordings of you made during a research or a promotional session or event
Device geo-information	Information about where you are accessing our Sites (e.g., if you access our Services or Sites on your mobile or tablet device, we may collect information about your device's approximate location based on the device's IP address)

Section 2: The Business and Commercial Purposes for Collecting Personal Information

Personal information we collect from you or about you from third parties is used for New Relic's business and commercial purposes - for example to provide and maintain our Sites and Services. Additionally, collecting this information enables us to better understand the visitors who come to our Sites, where they come from, and what content on our Sites is of interest to them.

New Relic uses your personal information for the following purposes:

to create & maintain a trusted environment for our Services and Sites, including to:

- manage the security of our Sites, physical locations, networks, and systems, including fraud and crime prevention and error debugging;
- operate, administer, analyze, develop, improve and optimize the use, function and performance of our Sites, Services, and systems;
- comply with applicable laws, regulations, legal process and our internal policies and to operate our business;
- perform accounting, audit, and other internal functions, such as internal investigations; or
- to manage code check-ins and pull requests for open source and community development projects.

to provide our Services and perform our contract with you as our customer, including to:

- perform services on behalf of our various businesses, such as user retention, providing content recommendations and/or processing information;
- provide, develop, improve, repair, and maintain our products and Services;
- engage in transactions with customers, suppliers and business partners and to process orders for New Relic Services; or
- to provide New Relic Services, survey tools, payment processing services, or the certificate creation tool for New Relic University.

to communicate and respond to your requests and inquiries to New Relic, including to:

- conduct research you agree to participate in, through meetings, surveys, or other tools; or
- respond to your queries and provide you with information and promotional material on New Relic when you initiate a webchat.

to market our Services or related products and services to new and existing customers, including to:

- tailor our marketing and sales activities to your company's interests and in accordance with your communication preferences and your requests for information and to be contacted by New Relic;
- tailor the purchase of Services;
- for purposes of targeted advertising, delivering relevant email content and event promotion;
- to link or combine information about you with other personal information we get from third parties, to help understand your needs and provide you with better and more personalized service; and
- by creating anonymous data records from personal information in accordance with applicable law.

We collect and process sensitive personal information as described above only for the purposes of:

- Performing, providing or offering the Services;
- Ensuring security and integrity to the extent the use of sensitive personal information is reasonably necessary and proportionate for these purposes;
- Performing services on our behalf, providing customer service, providing analytic services, providing storage, or providing similar services on our behalf;
- Undertaking activities to verify or maintain the quality or safety of the Services and to improve, upgrade, or enhance the Services.

Section 3: The CCPA Categories of Personal Information that we Sell or Share

Although we do not "sell" personal information for money, we engage in routine practices with our Services involving third parties that could be considered a "sale" or "sharing" as defined under California law. We do not knowingly sell or share the personal information of minors under the age of 16. Where New Relic may sell or share (as those terms are defined in the CCPA) your personal information for targeted advertising, New Relic may disclose your personal information for cross context behavioral advertising in line with your choices at New Relic's 'Your Privacy Choices' tab on www.newrelic.com. The categories of personal information that we share are:

- Identifiers, e.g. real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, telephone number, or other similar identifiers;
- Commercial information (e.g., information regarding New Relic's products or services purchased, obtained, or information requested on same);
- Internet or Other Electronic Network Activity Information (e.g. search history, and information regarding your interactions with our Services);
- Personal information described in Cal. Civ. Code §1798.80(e)(such as name, address, telephone number, credit card or debit card number);
- Online viewing activities and habits;
- Inferences drawn from the categories of information listed above;
- Audio, electronic, visual or similar information; and
- Device geo-information.

Third parties with whom we may share personal information include:

- Affiliates and Subsidiaries: We may share personal information with our affiliates and subsidiaries;
- Service Providers: We may share personal information with service providers, such as for technical or customer support, web or data hosting, billing, accounting, auditing, legal consultancy, security, marketing, or otherwise assisting us to provide, develop, maintain, and improve our company, our Site and our Services; and
- Parties involved with business transfers: We may share personal information to third parties in the event we sell or transfer all or a portion of our business or assets (including in the event of a merger, acquisition, joint venture, reorganization, divestiture, dissolution or liquidation).

When we disclose personal information for a business purpose, we enter into a contract that describes the purpose and requires the recipient to both keep that personal information confidential and not use it for a commercial purpose other than providing its services as per the contract we have with that recipient.

We do not have actual knowledge that we sell or share personal information of consumers under 16 years of age. We do not collect or process sensitive personal information for the purpose of inferring characteristics about individuals or use sensitive personal information for purposes other than those allowed by the CCPA.

You may opt out of the sharing of your personal information by contacting

privacy@newrelic.com or clicking the **Your Privacy Choices** tab on www.newrelic.com.

Section 4: The Categories of Personal Information We Disclose for a Business Purpose.

We may disclose the categories of personal information in Section 1 for the following purposes:

Security Monitoring

In order to secure our Services, we may disclose personal information to service providers and/or law enforcement agencies to, e.g. to help us detect against security incidents, protect against malicious, fraudulent or illegal activities and prosecute those responsible for that activity.

Improvements to our Services

In order to improve our services, we may disclose personal information to service providers e.g. to identify bugs and/or repair errors that impair existing functionality.

Managing our Business

In order to manage our Business, we may disclose personal information to service providers or other third parties pursuant to a written contract e.g., to perform services on our behalf such as verifying customer information, processing payments, providing financing, providing advertising or marketing services, providing analytic services, providing storage, or providing similar services.

Advertising and Marketing

In order to facilitate our advertising and marketing functions, we may disclose personal information to our partners, service providers, and related companies, in order for them to provide marketing and advertising services on our behalf as permitted by the CCPA (e.g., sending you communications).

Section 5: Additional information

Retention of Personal Information

We will retain personal information for as long as needed or permitted in light of the purpose(s) for which it was obtained.

The criteria used to determine our retention periods include: (i) the length of time we have an ongoing relationship with you and to provide the Site or Services to you (for example, for as long

as you have an account with us or keep using the Site or Services); (ii) whether there is a legal or business obligation to which we are subject (for example, certain laws require us to keep records of your transactions for a certain period of time before we can delete them); or (iii) whether retention is advisable in light of our legal position (such as in regard to applicable statutes of limitations regulatory investigations, or other legal matters).

Children Under the Age of 16

Use of our Services is not intended for and not directed at children under 16 years of age. We do not knowingly collect personal information from children under 16 and do not knowingly target our Services to children under the age of 16. Persons under 16 years of age may not use or provide any personal information through our Services. If we learn we have collected or received personal information from a child under the age of 16, we will delete that personal information in accordance with applicable law. If you believe we might have any information from or about a child under the age of 16, please contact us.

Do Not Track

Your browser settings may allow you to automatically transmit a "Do Not Track" signal to online services you visit, including our Services. We do not monitor or take action with respect to "Do Not Track" signals. For more information on "Do Not Track," visit http://www.allaboutdnt.com.

Global Privacy Control

Global Privacy Control (GPC) is a browser extension that makes it easy for consumers to set privacy preferences for their personal information as they browse the web and once enabled, allows you to notify websites you visit about your privacy preferences.

When the setting is enabled, Global Privacy Control sends a signal to publishers and platforms to let them know they should limit data collection and that the consumer does not consent to the sale or sharing of their information. New Relic detects GPC opt out signals.

Section 6: Privacy Rights

As a California resident, you may have the following rights regarding your personal information:

- The right to know what personal information we have collected about you, including the categories of personal information, the categories of sources from which the personal information is collected, the business or commercial purpose for collecting, selling, or sharing personal information, the categories of third parties to whom we disclose personal information, and the specific pieces of personal

information we have collected about you. You may only exercise your right to know twice within a 12-month period;

- The right to delete personal information that we have collected from you, subject to certain exceptions;
- The right to correct inaccurate personal information that we maintain about you;
- The right to opt-out of the sale or sharing of your personal information by us. New Relic may disclose personal information for cross context behavioral advertising in line with your choices as selected by you. You may opt out of the sharing of your personal information by contacting privacy@newrelic.com or clicking on the **Your Privacy Choices** tab on www.newrelic.com. However, please note that your use of our website may still be tracked by us and our service providers to perform functions that are necessary for our businesses, such as hosting our website, ensuring there is no fraud (click-fraud, fraudulent or bot traffic), etc. These service providers are contractually obligated to keep this information confidential, and will not use it for any purpose other than for the services they provide to our businesses;
- The right to limit our use and disclosure of sensitive personal information to purposes specified in Cal. Civil Code 1798.121(a). We do not use or disclose sensitive personal information for purposes other than those specified in Cal. Civil Code 1798.121(a);
- The right to request information about our practices related to the disclosure of your personal information to third parties for their direct marketing purposes, pursuant to California's "Shine the Light" law (Civil Code Section § 1798.83). We do not disclose personal information to third parties for their direct marketing purposes; and
- The right not to receive discriminatory treatment by the business for the exercise of privacy rights conferred by the CCPA, in violation of California Civil Code § 1798.125. We do not and will not discriminate against you for exercising any of your rights under applicable laws.

Section 7: How to Exercise Privacy Rights

Methods of Submission and Instructions: To submit a request to exercise your **rights to know, delete or correct**, please email privacy@newrelic.com or call +1 855-473-4441.

Verification: Only you, or someone legally authorized to act on your behalf, may make a request related to your personal information. You may designate an authorized agent by taking the steps outlined under "Authorized Agent" further below. In your request or in response to us seeking

additional information, you, or your authorized agent, must provide sufficient information to allow us to reasonably verify that you are, in fact, the person whose personal information was collected which will depend on your prior interactions with us and the sensitivity of the personal information being requested. We may ask you for information to verify your identity and, if you do not provide enough information for us to reasonably verify your identity, we will not be able to fulfil your request. We will only use the personal information you provide to us in a request for the purposes of verifying your identity and to fulfill your request.

Authorized Agents: You can designate an authorized agent to make a request under the CCPA on your behalf if:

- The authorized agent is a natural person or a business entity and the agent provides proof that you gave the agent signed permission to submit the request; and
- You directly confirm with New Relic that you provided the authorized agent with permission to submit the request.

If you provide an authorized agent with power of attorney pursuant to Probate Code sections 4121 to 4130, it may not be necessary to perform these steps and we will respond to any request from such authorized agent in accordance with applicable law.

Process: We endeavor to respond to a verifiable request within forty-five (45) days of its receipt. If we require more time, we will inform you of the reason and extension period in writing. We will deliver our written response by mail or electronically, at your option. The response we provide will also explain the reasons we cannot comply with a request, if applicable.

Changes:

We may make changes to this California Privacy Policy. Notification of changes will be posted on this page. You should review this California Privacy Policy periodically to keep up to date on our most current policies and practices.

Section 8: Contact Us

If you have any questions or comments about these disclosures or our practices, please contact us:

- By email at: Privacy@newrelic.com
- By mail at: 188 Spear Street, San Francisco CA 94105