

Calix, Inc. California Consumer Privacy Act Disclosures

Last updated April 17, 2023

These disclosures are provided by Calix, Inc. (“Calix” or “we”) and apply solely to residents of the State of California (“consumers” or “you”) with respect to personal information Calix processes as a business. Any terms defined in the California Consumer Privacy Act of 2018 (“CCPA”), as amended from time to time, including by the California Privacy Rights Act of 2020 (“CPRA”) and its implementing regulations have the same meaning when used in these disclosures. These 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.

1. Notice at Collection

We have set out below categories of personal information about California resident website visitors, customers, customer representatives, potential customers, vendors, job applicants, workers, or other potential workers. We do not sell or share for cross-context behavioural advertising any personal information of California residents. The California Consumer Privacy Act Privacy Policy is in Section 2 of these disclosures.

Website Visitors

Categories of Personal Information We Collect.

Non-Sensitive Personal Information:

- Identifiers such as a real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, social security number, driver's license number, passport number, or other similar identifiers.
 - Specifically for registered users of our customer portal who log-in via authorized access (“MyCalix Users”) and voluntarily provide their name, mailing address, email address, contact details, job title, job role, department.
 - Internet Protocol (IP) address, MAC Address device identifier (UDID).
- Any information that identifies, relates to, describes, or is capable of being associated with, a particular individual, including, but not limited to, his or her name, signature, social security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information, but excluding publicly available information that is lawfully made available to the general public from federal, state, or local government records.

- Specifically newsletter requests, event/seminar registrations, dietary preferences, subscriptions, downloads.
- Commercial information, including records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.
 - Specifically products, services and other information in which you are interested, if voluntarily provided.
- Internet or other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding a consumer's interaction with an internet website application, or advertisement.
 - Specifically cookies and other data linked to a device, and data about usage of our sites.
- Geolocation data.
 - Specifically via IP address.
- Audio, electronic, visual, thermal, olfactory, or similar information.
 - Specifically, recordings of calls with Calix representatives if permission is given, cookies and other data linked to a device, and data about usage of our sites.
- Professional or Employment related information.
 - Specifically for job applicants and other website visitors, if voluntarily provided.
- Inferences drawn from any of the information identified in this subdivision to create a profile about a consumer reflecting the consumer's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.
 - Specifically, cookie data that is correlated with MyCalix account data for individuals who have logged into the MyCalix portal.

Sensitive Personal Information:

- A consumer's account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account.
 - Specifically username and passwords allowing access to an account.

Our Purposes for Collecting and Using Personal Information.

We use non-sensitive personal information about website visitors to make our sites more intuitive and easier to use, and to protect the security and effective functioning of our sites and information technology systems, to provide marketing, and to address compliance and legal obligations.

We use sensitive personal information about our website visitors as reasonably necessary and proportionate to perform the services or provide the goods reasonably expected by our website visitors:

- to prevent, detect, and investigate security incidents that compromise the availability, authenticity, integrity, or confidentiality of stored or transmitted personal information, including in or via our premises, computers, software, networks, communications devices, and other similar system;
- to resist malicious, deceptive, fraudulent or illegal actions directed at us and to prosecute those responsible for those actions;
- to ensure the physical safety of natural persons;
- for short-term, transient use;
- to verify or maintain the quality or safety of our services and products;
- to improve, upgrade, or enhance our services and products;
- to perform functions that are required under laws that apply to us; and
- to support any claim or defense that we could face before any jurisdictional and/or administrative authority, arbitration, or mediation panel, and cooperating with – or informing – law enforcement or regulatory authorities to the extent required by law.

Criteria We Consider When Retaining Personal Information.

In general, with respect to categories of personal and sensitive personal information about website visitors, we retain each category as long as needed or permitted in light of the purpose(s) for which it was obtained and any additional time periods necessary for the compliance with laws, exercise or defense of legal rights, and archiving, back-up and deletion processes.

Job Applicants, Workers, or Other Potential Workers

Categories of Personal Information We Collect.

Non-Sensitive Personal Information:

- Identifiers such as a real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, social security number, driver's license number, passport number, or other similar identifiers.
 - Specifically, real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, social security number, driver's license number, passport number, or other similar identifiers
- Any information that identifies, relates to, describes, or is capable of being associated with, a particular individual, including, but not limited to, his or her name, signature, social security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical

information, or health insurance information, but excluding publicly available information that is lawfully made available to the general public from federal, state, or local government records.

- Specifically, name, signature, social security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, or any other financial information, medical information.
- Internet or other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding a consumer's interaction with an internet website application, or advertisement.
 - Specifically, cookies and other data linked to a device, and data about usage of our sites such as activity in a candidate's account.
- Geolocation data.
 - Specifically via IP address.
 - Professional or employment-related information
- Education information, defined as information that is not publicly available personally identifiable information as defined in the Family Educational Rights and Privacy Act (20 U.S.C. Sec. 1232g; 34 C.F.R. Part 99).
- Inferences drawn from any personal information to create a profile about a consumer reflecting the consumer's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.
 - Specifically including for any applicant that applies to our roles, we look at their resume/cv and any other information submitted by the candidate, and review that against our role description for the position and the results of a personality survey, if voluntarily completed. If the relevant requirements of our role description are demonstrated by the candidate's submitted information, we could consider them as a candidate for the role.

Sensitive Personal Information:

- A consumer's social security, driver's license, state identification card, or passport number.
 - Specifically ID confirmation provided at the hire stage if applicable when completing I-9 form. In addition, we ask for social security number.
- A consumer's account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account.
 - Specifically applicants creating an account with an applicant tracking system, a worker for direct deposit of payments, and a worker for access to company applications and systems.
- Racial or ethnic origin, religious or philosophical beliefs, or union membership.
 - Specifically, race and ethnic origin if voluntarily provided.

- Personal information collected and analyzed concerning a consumer’s health.
 - Specifically, disability information if voluntarily provided.

Our Purposes for Collecting and Using Personal Information.

We use personal and sensitive personal information about you as a job applicant, worker or other potential worker for the purposes of:

Non-sensitive personal information

- Administering and processing your application.
- Determining your suitability for the role(s) for which you applied or for similar roles within Calix, and how to help you succeed in your role if you work for Calix.
- Determining the need to provide you appropriate adjustments or accommodations during the recruitment process or employment.
- Determining your eligibility to work in the jurisdiction.
- Conducting background checks as part of your application.
- Conducting internal audits and workplace investigations.
- Compliance with applicable laws and regulations, company policies and procedures, and employment-related requirements.
- Supporting any claim or defense Calix may face before any jurisdictional and/or administrative authority, arbitration, or mediation panel.
- Cooperating with or informing law enforcement or regulatory authorities to the extent required by law.
- Authentication and security purposes.
- Completing the on-boarding/new hire process, should you be offered and accept a position with Calix.

Sensitive personal information

- To perform the services or provide the goods reasonably expected by you in your role, including those services and goods that are reasonably necessary for us to administer the application process and for our employees to perform their duties.
- To prevent, detect, and investigate security incidents that compromise the availability, authenticity, integrity, or confidentiality of stored or transmitted personal information, including in or via our premises, computers, software, networks, communications devices, and other similar system.
- To resist malicious, deceptive, fraudulent or illegal actions directed at us and to prosecute those responsible for those actions.
- To ensure the physical safety of natural persons.
- For short-term, transient use

- Your performing services for us.
- To verify or maintain the quality or safety of our services and products.
- To improve, upgrade, or enhance our services and products.
- To perform functions that are required under laws that apply to us.
- Diversity and legal compliance monitoring.

Criteria we Consider When Retaining Personal Information.

In general, with respect to categories of personal and sensitive personal information about job applicants and other potential employees of Calix, we retain each category until the withdrawal or rejection of your application, or if you are engaged by Calix, until the end of your employment, plus 4 years and any additional time periods necessary for the compliance with laws, exercise or defense of legal rights, and archiving, back-up and deletion processes.

Customers, Customer Representatives, Potential Customers or Vendors

Categories of Personal Information We Collect.

Non-Sensitive Personal Information:

- Identifiers such as a real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, social security number, driver's license number, passport number, or other similar identifiers.
 - Specifically name, mailing address, email address, contact details, job title, job role, department.
- Any information that identifies, relates to, describes, or is capable of being associated with, a particular individual, including, but not limited to, his or her name, signature, social security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information, but excluding publicly available information that is lawfully made available to the general public from federal, state, or local government records.
 - Specifically information about individual participation and registration for conferences and in-person events/seminars, dietary preferences, due diligence data, newsletter and subscriptions, downloads, credentials, associations, and transcript of all activity from Calix University.
- Commercial information, including records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.

- Specifically personal information contained in documents, correspondence or other materials provided by or relating to transactions conducted, products, services, and other information in which you are interested, if voluntarily provided.
- Internet or other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding a consumer's interaction with an internet website application, or advertisement.
 - Specifically cookies and other data linked to a device, and data about usage of our sites.
- Audio, electronic, visual, thermal, olfactory, or similar information.
 - Specifically data relating to your use of Calix websites, portals, products or services that: (i) we or our affiliates own or make available to you; or (ii) you connect to or use for the purposes of providing services to us or our affiliates; and information relating to your activities on our or our affiliates' premises, and recordings of calls with Calix representatives if permission is given.
- Professional or employment-related information.
 - Specifically title, organization, job responsibilities, phone number, contact details.
- Inferences drawn from any personal information to create a profile about a consumer reflecting the consumer's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.
 - Specifically products or services of specific interest.

Sensitive Personal Information:

- A consumer's social security, driver's license, state identification card, or passport number.
 - Specifically government identifiers, passports, or other identification documents.
- A consumer's account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account.
 - Specifically username/passwords allowing access to an account.

Our Purposes for Collecting and Using Personal Information.

We use personal and sensitive personal information about you as a customer, customer representative, prospective customer or vendor for the purposes of:

Non-sensitive personal information

- To provide products and services and respond to inquiries. We need to process your information in this way in order to perform our obligations under our contracts with our customers.

- To manage our business operations and administer our customer relationships. This processing is necessary in order to perform our obligations under our contracts with our customers (e.g. issuing and processing invoices).
- To provide relevant marketing such as providing you with information about events or services that may be of interest to you including customer or potential customer conferences or events, and product and service offerings of interest. It is necessary for our legitimate interests to process this information in order to provide you with tailored and relevant marketing, updates and invitations.
- To address compliance and legal obligations.

Sensitive personal information

- To perform the services or provide the goods reasonably expected.
- To prevent, detect, and investigate security incidents that compromise the availability, authenticity, integrity, or confidentiality of stored or transmitted personal information, including in or via our premises, computers, software, networks, communications devices, and other similar system.
- To resist malicious, deceptive, fraudulent or illegal actions directed at us and to prosecute those responsible for those actions.
- To ensure the physical safety of natural persons.
- For short-term, transient use.
- To perform services on behalf of us.
- To verify or maintain the quality or safety of our services and products.
- To improve, upgrade, or enhance our services and products.
- To perform functions that are required under laws that apply to us.

Criteria We Consider When Retaining Personal Information.

In general, with respect to categories of personal and sensitive personal information about customers, prospective customers, corporate representatives of our vendors and other partners, we retain each category until we determine that Calix will not be engaged by or engage the customer, vendor, or if a customer, vendor engages or is engaged by Calix, until the end of such engagement, plus any additional time periods necessary for the compliance with laws, exercise or defense of legal rights, and archiving, back-up and deletion processes.

2. California Consumer Privacy Act Privacy Policy

Last Updated: April 17, 2023

Our Personal Information Handling Practices in 2022

We have 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. The table is followed by a description of the purposes for which we collected personal information. In the preceding 12 months we did not sell or share for cross context behavioural advertising, the personal information of California residents.

Non-Sensitive Personal Information		
Category of personal information	Did we collect? If so, from what source?	Did we disclose? If so, to whom and for what purpose?
Identifiers such as a real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, social security number, driver's license number, passport number, or other similar identifiers.	Yes, see section 1 above.	<p>Yes, we disclosed to:</p> <p>Our affiliates, suppliers and service providers where necessary to perform functions on our behalf (e.g., infrastructure and information technology service providers, providers of services relating to customer intake, global travel, finance, customer relationship management, business analytics and marketing and conference and event hosting).</p> <p>Financial institutions (for invoicing and payment).</p> <p>Corporate purchasers - as part of any sale of Calix assets, transition of service to another provider or in the event of insolvency, bankruptcy</p> <p>and</p> <p>Recipients of mandatory disclosures and legal claims (e.g. to comply with any subpoena, court order or other legal process or to comply with any regulatory, governmental or other legally binding request).</p> <p>Purposes of disclosures:</p> <p>We made disclosures with respect to personal information about customers/job applicants/other third parties to:</p> <p>Provide business, products, services and to respond to inquiries.</p>

		<p>To manage our business operations and administer our customer relationship.</p> <p>To provide relevant marketing to you (e.g. information about events or services that may be of interest).</p> <p>To address compliance and legal obligations</p> <p>To consider individuals for employment and contractor opportunities and manage on-boarding procedures.</p> <p>We made disclosures with respect to personal information about our workers for purposes of:</p> <p>Administering and providing compensation, benefits and other work-related allowances.</p> <p>Administering the workforce (e.g. managing work activities, performance evaluations and promotions, preparing corporate organization charts, managing entity and intra- entity staffing and team management, managing and monitoring business travel, carrying out workforce analysis, talent management and career development, managing employee leave, succession planning, providing employment references, administering ethics and compliance training, facilitating and providing services for the re-location and movement of employees and their families locally and internationally.</p> <p>Complying with employment law obligations.</p> <p>Subject to applicable laws, monitoring use of Calix's technology systems, databases and property, conducting investigations.</p> <p>Administration of the compliance hotline.</p>
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<p>Any information that identifies, relates to, describes, or is capable of being associated with, a particular individual, including, but not limited to, his or her name, signature, social security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information, but excluding publicly available information that is lawfully made available to the general public from federal, state, or local government records. (The categories of personal information described in the California Customer Records Act (Cal. Civ. Code § 1798.80(e))</p>	<p>Yes, see Section 1 above</p>	<p>See Section 1 above.</p>

<p>Characteristics of protected classifications under California or federal law.</p>	<p>Yes, from the consumer, our affiliates, counterparties to transactions or disputes with the consumer, employers, agents or professional advisers authorized to disclose data on behalf of the data subject and from other publicly available or subscription-based sources.</p>	<p>Yes.</p> <p>Yes, we disclosed to:</p> <p>Our affiliates, suppliers and service providers where necessary to perform functions on our behalf.</p> <p>Mandatory disclosures and legal claims (e.g., to comply with any subpoena, court order or other legal process or to comply with any regulatory, governmental or other legally binding request).</p> <p>Purposes for disclosures:</p> <p>Solely as strictly necessary for the purposes described in Section 1 above regarding employee data and as otherwise required in connection with managing the employment relationship (e.g., sick leave, sick pay, accidents at work, other employment related claims, accommodating disability within the workplace, maternity leave, etc.)</p> <p>Solely to the extent required to comply with Calix’s legal or other best practice obligations (e.g., equality laws, monitoring diversity and inclusion, etc.).</p>
<p>Commercial information, including records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.</p>	<p>Yes, see Section 1 above.</p>	<p>See Section 1 above.</p>

<p>Internet or other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding a consumer's interaction with an internet website application, or advertisement.</p>	<p>Yes, via Calix's website.</p>	<p>Yes, we disclosed to:</p> <p>Our affiliates and service providers to the extent necessary for the provision of IT services on our behalf.</p> <p>Purposes for disclosures:</p> <p>To protect the security and effective functioning of our website.</p> <p>To make our website more intuitive and easier to use.</p> <p>To provide services to us such as website analytics and improving the visitor's experience to calix.com based on use of website and device type accessing website.</p>
<p>Precise Geolocation data.</p>	<p>No</p>	<p><u>N/A</u></p>

<p>Audio, electronic, visual, thermal, olfactory, or similar information.</p>	<p>Yes, via conference calls and video conferences with customers, workers, and other third parties.</p>	<p>Yes, we disclosed to:</p> <p>Our affiliates and service providers to the extent necessary for the provision of services on our behalf.</p> <p>Recipients of mandatory disclosures and legal claims (e.g., to comply with any subpoena, court order or other legal process or to comply with any regulatory, governmental or other legally binding request).</p> <p>Purposes for disclosures:</p> <p>Audio/visual - where required for legal/regulatory reasons.</p> <p>To keep a record of customer, worker, or other third-party instructions or other matters discussed.</p> <p>For purpose of transcribing or preparing a written note of customer, worker, or other third-party matters discussed.</p>
<p>Professional or Employment related information.</p>	<p>See Section 1 above in relation to job applicants, workers, or other potential workers.</p>	<p>See Section 1 above in relation to job applicants, workers, or other potential workers.</p>
<p>Education information, defined as information that is not publicly available personally identifiable information as defined in the Family Educational Rights and Privacy Act (20 U.S.C. Sec. 1232g; 34 C.F.R. Part 99).</p>	<p>See Section 1 above in relation to job applicants, workers, or other potential workers.</p>	<p>See Section 1 above in relation to job applicants, workers, or other potential workers.</p>

<p>Sensitive Personal Information</p>		
<p>Category of personal information</p>	<p>Did we collect? If so, from what source?</p>	<p>Did we disclose? If so, to whom and for what purpose?</p>
<p>A consumer's social security, driver's license, state identification card, or passport number.</p>	<p>Yes, from data subjects or an authorized party on behalf of an individual.</p>	<p>We disclosed to our affiliates and service providers.</p> <p>We disclosed for the purposes of:</p> <p>Administering travel arrangements.</p> <p>Administering payroll.</p>

<p>A consumer’s account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account.</p>	<p>Yes, from data subjects.</p>	<p>See Section 1 above.</p>
<p>A consumer’s precise geolocation.</p>	<p>No</p>	<p>N/A</p>
<p>A consumer’s racial or ethnic origin, religious or philosophical beliefs, or union membership.</p>	<p>Yes, from data subjects if voluntarily provided.</p>	<p>N/A</p>
<p>The contents of a consumer’s mail, email, and text messages unless the business is the intended recipient of the communication.</p>	<p>Yes, from data subjects.</p>	<p>Yes, we disclosed to:</p> <p>Our affiliates and our service providers.</p> <p>We disclosed for the purposes of:</p> <p>To troubleshoot a complaint.</p> <p>To investigate a complaint.</p> <p>To seek legal guidance.</p>
<p>Personal information collected and analyzed concerning a consumer’s health.</p>	<p>Yes, from data subjects or individuals authorized to represent a data subject.</p>	<p>Yes, we disclosed to:</p> <p>Our affiliates and our service provide.</p> <p>We disclosed for the purposes of:</p> <p>Accommodating individuals with disabilities.</p> <p>COVID-19 vaccination status to allow for on-site, in-person meetings.</p> <p>Administering records related to sick leave, leave of absence, and injury.</p>

Personal information collected and analyzed concerning a consumer's sex life or sexual orientation.	Yes, from data subjects if voluntarily provided.	N/A
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Business or Commercial Purpose for Collecting Personal Information

We do not have actual knowledge that we sell or share for cross context behavioural advertising, the personal information of California residents under 16 years of age.

CCPA Rights

As a California resident, you have the following rights under the CCPA:

- 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. We do not sell or share for cross-context behavioral advertising any of the categories of personal information that we collect about California residents.
- The **right to limit** our use and disclosure of sensitive personal information to purposes specified in subsection 7027(m) of the California Consumer Privacy Act Regulations. We do not use or disclose sensitive personal information for purposes other than those specified in subsection 7027(m) of the California Consumer Privacy Act Regulations.
- 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, including an employee's, applicant's, or independent contractor's right not to be retaliated against for the exercise of their CCPA rights.

How to Exercise CCPA Rights

Methods of Submission and Instructions: To submit a request to exercise your **rights to know, delete or correct**, please email privacy@calix.com, or populate our [Request Form](#) (clicking the link will take you to TrustArc, whom we have engaged to assist with personal information requests).

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 Calix 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 the CCPA.

Contact Us

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

Email address: privacy@calix.com

Postal address:

Calix Legal Department
2777 Orchard Parkway
San Jose, CA 95134