

Privacy and Cookie Policy for ZENworks Agent for Android

Privacy Policy

Please see <https://www.microfocus.com/about/legal/#privacy> for the Open Text Privacy and Cookie Policy, which is incorporated herein.

Disclosures Specific to the ZENworks Agent for Android Devices

- ♦ [“Modes of Device Management” on page 1](#)
- ♦ [“How Do We Handle and Process Your Data” on page 3](#)

ZENworks Agent enables you to connect your device to your organization's network to access corporate resources in a secure manner. ZENworks Agent works with the ZENworks Configuration Management installation in an organization.

Once you have successfully enrolled your mobile device into ZENworks Configuration Management, your organization will be able to manage the device as per mode of enrollment. The mode of device enrollment governs what data is shared or available to your organization.

Important: Open Text does not collect or store any of your data. All data is collected only by your organization's IT department and is not available to Open Text. For more information, see [“How Do We Handle and Process Your Data” on page 3](#).

Modes of Device Management

Your organization may enroll devices in one of the following modes:

- ♦ [“Work Profile Mode” on page 1](#)
- ♦ [“Work-managed Device Mode” on page 2](#)

Work Profile Mode

Scenario: This mode is intended for the BYOD scenario.

Purpose: Enables organizations to manage only the corporate data, without compromising on the security of the users' personal data.

How it works: Creates dedicated containers on devices, ensuring separation of corporate and personal data.

What Information We Collect

NOTE: Your organization will not have access to any of your personal data, such as call details, text messages, videos, photos, contact details, personal apps etc. At any point, you can choose to opt out by revoking the administrator privileges and uninstalling the application.

The following table lists information that your organization collects from mobile devices:

Table 1

| Permissions | Description |
|------------------------|---|
| Access Device Camera | To scan the QR code in the Invite Email to autofill the login credentials in the app. |
| Post Notification | To display app notifications via user consent. |
| Read Phone State | To identify the device's information such as the serial number and IMEI number (Until Android version 11). On a newer Android version, this permission is not used. |
| Write External Storage | To access the device storage to create logs that can be used for troubleshooting. |
| Device Details | System information such as, Phone Number (if available), Phone operator Name, Device Model, Device Manufacturer, Storage Capacity, OS Version, Battery Level etc are collected. |

Work-managed Device Mode

Scenario: This mode is mainly intended for corporate-owned devices.

Purpose: Enables administrators to manage the entire device, thereby restricting the device to corporate use only.

How it works: The entire device is managed by ZENworks.

What Information We Collect

NOTE: Your administrator can access all files and applications on the device. This can include call details, text messages, videos, photos, contact details, personal apps etc.

The following table lists information that your organization collects from mobile devices:

Table 2

| Permissions | Description |
|-----------------------------------|---|
| Access Device Camera | To scan the QR code in the Invite Email to autofill the login credentials in the app. |
| Access Device Background Location | To identify the current location of the device, in case it is lost or stolen. |
| Access Device Location | |
| Post Notification | To display app notifications via user consent. |
| Read Phone State | To identify the device's information such as the serial number and IMEI number (Until Android version 11). On a newer Android version, this permission is not used. |
| Write External Storage | To access the device storage to create logs that can be used for troubleshooting. |
| Device Details | System information such as, Phone Number (if available), Phone operator Name, Device Model, Device Manufacturer, Storage Capacity, OS Version, Battery Level, All Installed Applications etc are collected. |

How Do We Handle and Process Your Data

When you install and use ZENworks Agent, Open Text does not collect or store any of above mentioned data. All data is collected only by your organization, as started in [“Modes of Device Management” on page 1](#) and is not available to Open Text. The collection, usage, sharing, and storage duration of the above data is determined by your organization and not by Open Text. You acknowledge and agree that Open Text has no liability for the acts or omissions of your organization.

We may change this Privacy and Cookie Policy from time to time by updating this page. Check this page from time to time to learn about any changes.

This Privacy and Cookie Policy for the ZENworks Agent for Android was last updated: March 2024.

