riverbed

PRIVACY DATA SHEET
ATERNITY MOBILE CLOUD SERVICE

This Privacy Data Sheet describes the processing of personal data by the Aternity Mobile Cloud Service.

OVERVIEW

The Aternity Mobile Cloud Service ("**Aternity Mobile**") is a cloud-based digital experience management platform providing a comprehensive view of mobile app and device performance across employee mobile devices by capturing and storing technical telemetry data at scale.

DATA PROCESSING

To deliver the Aternity Mobile Cloud Service, Riverbed processes "Customer Data" consisting of:

- IMEI, MAC, IP, telephone number
- Customer-defined "device alias" provided by customer such as name and surname, email address, phone number, internal user or device ID
- Other data: geolocation, installed applications, device usage, device settings, device hardware, websites visited, network and telephony information, application and data usage information, network activity (visited IPs, domain names, brand of time)

DATA CENTER LOCATIONS

Customer Data is stored in AWS data centers in Dublin, Ireland. Disaster recovery backups are stored in AWS data centers in Frankfurt, Germany.

CROSS-BORDER DATA TRANSFER MECHANISMS

Riverbed leverages the EU Standard Contractual Clauses related to the lawful use of personal data across jurisdictions.

ACCESS CONTROL

The table below lists the data used by Riverbed personnel to deliver the Aternity Mobile Cloud Service, who can access that data, and why.

Data Category	Who Has Access	Access Location	Access Purpose
Customer Data	Aternity DevOps Team	Spain Israel United States	To operate and maintain the cloud platform and provide customer support

DATA PORTABILITY

Customers may export data stored on the system via select APIs.

Additionally, certain categories of data can be exported to Excel files directly from the administration console.

DATA SECURITY

The Aternity Mobile Cloud Service technical and organizational security measures ("**Security Measures**") are available via the Riverbed Trust Center at www.riverbed.com/trust-center.

SUBPROCESSORS

Riverbed has engaged the subprocessors listed below to assist with the delivery of the Aternity Mobile Cloud Service:

Subprocessor	Processing Description	Location
Amazon Web Services	Cloud hosting and infrastructure provider	Dublin and Frankfurt

A complete list of Riverbed's subprocessors is published publicly at https://www.riverbed.com/legal/subprocessors. The purchase and configuration of additional Riverbed platform capabilities (APM, EUEM, UJI) may include the applicability of other subprocessors.