



PRIVACY DATA SHEET

ATERNITY EUEM CLOUD SERVICE

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

OVERVIEW

Aternity EUEM is a cloud-based digital experience management platform providing insight into the business impact of the employee digital experience by capturing and storing technical telemetry data at scale, capturing data across employee devices, every type of business application, cloud-native application services, and end-user sentiment.

DATA PROCESSING

To deliver the Aternity EUEM Cloud Service, Riverbed processes:

“**Customer Data**” consisting of (i) performance measurements, like wait times, response times, or resource consumption (“**Performance Data**”); and (ii) non-measurable descriptive attributes, which add context to the performance measurements to help troubleshoot the problem, e.g., device name, username, location name, application name (“**Descriptive Data**”). Descriptive Data may include certain categories of personal data outlined below:

- Full name: as defined in corporate LDAP of the end user accessing the device (e.g., Jane Doe)
- Username: of the end user signed into the device’s operating system (e.g., jdoe)
- Email: email address of the currently logged-in end user (e.g., jane.doe@aternity.com)
- Title: as defined in corporate LDAP of the end user currently logged into the device (e.g., VP, Sales)
- Role: role descriptions defined by Customer (e.g., Sale Management)
- Department: as defined in the corporate LDAP of the end user or device (e.g., Sales)
- Office: Customer-defined office location where end user is currently logged into device (e.g., Cambridge Office)
- Location: Customer-defined location from which end user is currently logged into device (e.g., Cambridge, MA)
- IP address: of (i) Windows/Mac device connected to Aternity or (ii) WiFi connection of the mobile device connected via WiFi
- Device name / hostname: the computer name or hostname (e.g., ADFC123_PC)
- Client device name: hostname of the device connected to a VDI or virtual application server (e.g., AFRC123_PC)

PROCESSING LOCATIONS

Riverbed uses third-party data centers and infrastructure provided by Amazon Web Service (AWS). Customer Data is hosted and stored in the AWS data center region selected by the customer. As of this document’s publication date, customers may designate a hosting and storage region from the options below:

- Sydney, Australia (Asia Pacific Region)
- Canada (Central)
- Frankfurt, Germany (European Region)
- London, United Kingdom (European Region) (available to UK government customers only)
- United States: Northern Virginia (US East) or Ohio (US East)



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 EUEM Cloud Service, who can access that data, and why.

Data Category	Who Has Access	Access Location	Access Purpose
Customer Data	Aternity EUEM DevOps Team	Israel Romania United States	To operate and maintain the Aternity EUEM Cloud Service platform

DATA PORTABILITY

Customers may export Customer Data at any time via the Aternity EUEM Cloud Service's RESTful API.

DATA SECURITY

The Aternity EUEM Cloud Service technical and organizational security measures ("**Security Measures**") and certifications (i.e., SOC 2 Type 2 and ISO 27001) are available via the Riverbed Trust Center (<https://www.riverbed.com/trust-center>).

SUBPROCESSORS

Riverbed has engaged the subprocessors listed below to deliver the Aternity EUEM Cloud Service:

Subprocessor	Processing Description	Location	Additional Details
Amazon Web Services	Cloud hosting and infrastructure provider	Australia Canada Germany United Kingdom United States	Customers may select an AWS data region from the options at left
Databricks, Inc.	Data pipeline and analytics platform	See Additional Details	Processing location maps to the AWS data center region selected by customer
Microsoft Corporation	Cloud hosting and infrastructure provider	Germany United States	Applies only to the extent a customer enables Aternity's Intelligent Service Desk capabilities



Subprocessor	Processing Description	Location	Additional Details
WalkMe, Inc.	In-product contextual guidance and workflow support functionality	United States	The type of personal data processed is limited to public IP addresses
Zoomin Software, Inc.	In-product help functionality	United States	The type of personal data processed is limited to public IP addresses

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, Mobile, UJI) may include the applicability of other subprocessors.