riverbed

PRIVACY DATA SHEET
NPM+ CLOUD SERVICE

This Privacy Data Sheet describes the processing of personal data through the NPM+ Cloud Service.

OVERVIEW

The NPM+ Cloud Service is a cloud-based enterprise-grade Software-as-a-Service ("**SaaS**") digital network performance management platform made available by Riverbed to companies ("**Customer**") who acquire it for internal business use (hereinafter referred to as "**NPM+**").

NPM+ CLOUD SERVICE PLATFORM CAPABILITIES

- Measures network performance for all users all the time regardless of their location (on-premises, off-premises etc.)
- Breaks down application response time into contributing sources to enable troubleshooting and root cause analysis
- Measures traffic and network performance by application, user, and device type
- Analyzes historical traffic pattern information to show trends and enable capacity planning

DATA PROCESSING

To deliver the NPM+ solution, 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
- Username
- Email
- IP address
- Device name / hostname

DATA CENTER LOCATIONS

Riverbed uses third-party data centers and infrastructure provided by Amazon Web Services (AWS) to deliver NPM+. Those data centers are located in the locations described in below:

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

Customer Data is stored in the AWS data center selected by the Customer.

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 NPM+ Cloud Service, who can access that data, and why.

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

DATA PORTABILITY

Customers may request a copy of Customer Data at any time by contacting Riverbed Support.

DATA SECURITY

NPM+ is developed using Riverbed's corporate ISO/IEC 27001 standard and Riverbed plans to undergo both an ISO/IEC 27001 and SOC 2 Type II certification audit at a future date.

SUBPROCESSORS

Riverbed has engaged the subprocessors listed below to assist with the delivery of the NPM+ Cloud Service platform:

Entity Name	Processing Description	Processing Location	Additional Details
Amazon Web Services, Inc.	Cloud hosting and infrastructure provider	United States Australia Germany Canada UK*	Customers may select an AWS data center region from the options at left.
Clickhouse, Inc.	Cloud database	United States Australia Germany UK*	Maps to a customer's underlying AWS data center region selection to the extent customer has chosen one of the options at left
Databricks, Inc.	Product data pipeline and analytics services	See Additional Details	Maps to a customer's underlying AWS data center region selection.
WalkMe, Inc.	In-product contextual guidance and workflow support functionality	United States	The type of personal data processed by WalkMe is limited solely to public IP addresses.
Zoomin Software, Inc.	In-product help functionality	United States	The type of personal data processed by Zoomin is limited solely to public IP addresses.

Available to select UK government customers only