



## PRIVACY DATA SHEET NPM+ CLOUD SERVICE

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

### OVERVIEW

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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

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- 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

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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.

- Host name
- IP
- Subnet
- Wi-Fi
- User name
- Full user name and email

### DATA CENTER LOCATIONS

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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

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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 export Customer Data at any time via the NPM+ Cloud Service's RESTful API.

## DATA SECURITY

NPM+ is developed using Riverbed's corporate ISO/IEC 27001 standard and Riverbed plans to undergo both a 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
<b>Amazon Web Services, Inc.</b>	Cloud hosting and infrastructure provider	United States Australia Germany Canada UK*	Customers may select an AWS data center region from the options at left.
<b>Databricks, Inc.</b>	Product data pipeline and analytics services	See Additional Details	Maps to a customer's underlying AWS data center region selection.
<b>WalkMe, Inc.</b>	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.
<b>Zoomin Software, Inc.</b>	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*