

DETAILS OF PROCESSING SUPPORT SERVICES

1. **Categories of data subjects**

The categories of data subjects whose personal data are transferred.

Customer's employees and end users

2. **Categories of personal data**

The transferred categories of personal data are:

Support Data

- **"TAC Support Data"** meaning the business contact details of the individual requesting support along with customer name and location, problem definition (i.e., a summary of the issue the customer is experiencing), software version, model name and IP address provided as part of initiating a support case; and
- **"Troubleshooting Files"** meaning text, video or image files provided to Riverbed by customer in connection with a support case.

3. **Special categories of personal data (if applicable)**

N/A

4. **Frequency of the transfer**

The frequency of the transfer (e.g., whether the data is transferred on a one-off or continuous basis):

One-off basis when Customer submits a support case

5. **Subject matter of the processing:**

Describe the subject matter (i.e., main object) of the processing:

Provision of end-user maintenance and technical support.

6. **Nature of the processing**

Describe the nature (i.e., the types of operations performed as part of the processing) of the processing:

Use and other processing activities (including collection, transmission, storage) to provide end-user maintenance and technical support.

7. **Purpose(s) of the data transfer and further processing**

Riverbed will process personal data as necessary to perform the Support Services pursuant to the Agreement, and as further instructed by Customer in its request for Support Services.

8. **Duration of the processing**

The period for which the personal data will be retained, or, if that is not possible, the criteria used to determine that period:

As set forth in the Agreement or order form(s), as applicable.

9. **Subprocessors**

For transfers to subprocessors, also specify subject matter, nature and duration of the processing:

As described at www.riverbed.com/legal/subprocessors.html