



## 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
- Enables real time media stream analysis and provides audio and video quality and performance metrics in NPM+ Real Time Calls dashboards (when configured with UC Module).

### 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.

- Full name
- Username
- Email
- IP address
- Device name / hostname

### 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

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<br>Israel<br>United States<br>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

The NPM+ 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 at [www.riverbed.com/trust-center](http://www.riverbed.com/trust-center).

## 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<br>Australia<br>Germany<br>Canada<br>UK* | Customers may select an AWS data center region from the options at left.  |
| <b>Clickhouse, Inc.</b>          | Cloud database  | United States<br>Australia<br>Germany<br>UK*           | Maps to a customer's underlying AWS data center region selection to the extent customer has chosen one of 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*