



## NOTIFICATION OF NEW SUBPROCESSORS FAQ – APRIL 2024

Riverbed is making some changes to some of the technology and tools we use to deliver Riverbed products and services. As these new vendors (subprocessors) may process your organization’s “personal data” (as defined under the European Union’s General Data Protection Regulation and other applicable data protection laws) in connection with our offerings, Riverbed has provided customers with notification of these updates. This FAQ addresses certain questions asked in connection with Riverbed’s recent subprocessor notification.

### 1. Does this notice apply to my organization?

The subprocessor notice applies to (a) all current Aternity Cloud Service customers and (b) any Aternity customer that currently or in the future elects to use Aternity’s Intelligent Service Desk capabilities or separately purchases Riverbed IQ.

### 2. Has Riverbed appointed any new third-party subprocessors?

Yes. The new subprocessors used in our products are outlined in the table below:

Subprocessor	Purpose	Processing Location	Applicable Riverbed Offering
Microsoft Corporation	Cloud hosting and infrastructure provider (Azure)	The data center region selected by customer from the locations below: - United States - Germany	- Aternity’s Intelligent Service Desk - Riverbed IQ
Databricks, Inc.	Data pipeline and analytics platform	Maps to underlying AWS region	Aternity
WalkMe, Inc.	In-product contextual guidance and workflow support functionality	United States	Aternity
Zoomin Software, Inc.	In-product help functionality	United States	Aternity

### 3. Where are the processing locations for the new subprocessors above?

- a. **Microsoft Corporation:** processing occurs in the Azure data center region selected by customer. Customers may choose either the United States or German data center region.
- b. **Databricks:** the processing location maps to the customer’s underlying AWS data center region selection. For example, if the customer selected the AWS data center region in Germany, then the Databricks processing location will be Germany. Please refer to Riverbed’s [Subprocessor List](#) for the list of AWS data center regions.
- c. **WalkMe and Zoomin:** processing occurs in the United States. Please note that the type of personal data processed by WalkMe and Zoomin is limited solely to public IP addresses.



**4. My organization is an existing Aternity customer and wants to enable Aternity's Intelligent Service Desk capabilities – is use of Microsoft's cloud hosting and infrastructure required?**

Yes. Aternity's Intelligent Service Desk capabilities require customers to select an Azure data region in either the United States or Germany. The Intelligent Service Desk capabilities are disabled by default and must be enabled by your organization. If your organization does not want data processed in one of those locations, then you should not enable this optional capability.

**5. Does Riverbed have a data protection agreement and cross border personal data transfer mechanism in place with these subprocessors?**

Yes. Riverbed has entered into agreements with each of the subprocessors listed in the table above; these agreements impose obligations ensuring the subprocessing of personal data is protected to the standard required by applicable data protection laws and incorporate the EU Standard Contractual Clauses (SCCs).

**6. Does my organization need to take any action in response to the subprocessor notification?**

Please refer to the subprocessor notice you should have received – it sets out the process for the appointment of additional subprocessors.

**7. Does my organization need to sign a new data processing agreement (DPA) or do we need to amend the existing DPA?**

No, the existing DPA in place already sets out the process for the appointment of additional subprocessors. Riverbed has notified you of the appointment of new subprocessors in accordance with that process.

**8. Where does Riverbed publish its list of subprocessors?**

A complete list of Riverbed's subprocessors is published publicly at [www.riverbed.com/legal/subprocessors](http://www.riverbed.com/legal/subprocessors). Riverbed's Trust Center (available at [www.riverbed.com/trust-center](http://www.riverbed.com/trust-center)) also offers Riverbed documentation related to security, privacy, and compliance.