



PRIVACY DATA SHEET ATERNITY CLOUD SERVICE

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

OVERVIEW

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

ATERNITY CLOUD SERVICE PLATFORM CAPABILITIES

- End-User Experience Monitoring (EUEM): Self-healing and visibility into the end user experience of every cloud, SaaS, thick client, or enterprise mobile app in your portfolio, running on any device.
- Digital Experience Index (DXI): DXI automatically identifies digital experience hot spots across your enterprise impacting employees and customers, then sets you on a path to action and improvement.
- Application Performance Monitoring (APM): Simplified high definition monitoring that is scalable, easy to use and deploy, and unifies APM visibility across end users, applications, networks, and the cloud-native ecosystem.
- Device Performance Monitoring (DPM): Insights into performance and health of laptops, desktops, VDI, and mobile devices, along with self-healing to automatically resolve issues.
- Benchmarking: Compare your organization’s digital experience to others in the market by leveraging our IT service benchmark data from millions of devices under management.

DATA PROCESSING

To deliver Aternity SaaS, 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
- Title
- Location
- IP address
- Device name / hostname
- Wi-Fi
- Serial number

DATA CENTER LOCATIONS

Riverbed uses third-party data centers and infrastructure to deliver Aternity SaaS. Those data centers are located in the locations described 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)
- Stockholm, Sweden (European Region)

Customer Data is stored in the regional 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 Aternity Cloud Service, who can access that data, and why.

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

DATA PORTABILITY

Customers may export Customer Data at any time via the Aternity Cloud Service's RESTful API.

DATA SECURITY

The Aternity 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.

SUBPROCESSORS

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

Aternity EUEM

Subprocessor	Processing Description	Location
Amazon Web Services, Inc.	Cloud hosting and infrastructure provider	United States Australia Germany Canada UK* Sweden
Databricks, Inc.	Product data pipeline and analytics services	Maps to a customer's underlying AWS data center region selection, unless Customer has selected Sweden. If Customer has selected Sweden, Databricks is not used.



Subprocessor	Processing Description	Location
Microsoft Corporation	Cloud hosting and infrastructure provider for Intelligent Service Desk capabilities	United States Germany Australia UK
WalkMe, Inc.	In-product contextual guidance and workflow support functionality	United States
Zoomin Software, Inc.	In-product help functionality	United States

**Available to select UK government customers only*

Riverbed APM

Subprocessor	Processing Description	Location
Amazon Web Services, Inc.	Cloud hosting and infrastructure provider	United States Australia Germany Canada UK*

**Available to select UK government customers only*