



PRIVACY DATA SHEET **Riverbed APM**

This Privacy Data Sheet describes the processing of personal data by Riverbed APM.

OVERVIEW

Riverbed APM is a SaaS and On Premise observability product designed to help organizations collect, process, and analyze application performance data. It provides insights into application behavior, user interactions, and system health to optimize performance and detect anomalies.

Simplified high-definition monitoring that is scalable, easy to use and deploy.

The Product includes the following capabilities:

- **Analysis Server:** The central APM component that stores and processes performance data generated by monitored web pages and agent systems. The analysis server also provides the web interface for users to analyze data it collects. It is included as part of the APM virtual appliance, installed on a dedicated Linux system, or hosted in the cloud (SaaS).
- **Agent:** APM agent software is installed on monitored systems. It collects application and environmental data.
- **Riverbed K8s Operator:** Provides a simple, cloud-native mechanism to deploy Riverbed APM instrumentation into a Kubernetes-managed cluster.

RIVERBED PLATFORM (ATERNITY)

Riverbed APM is a product that is built on the Riverbed Platform, which is based on the underlying infrastructure for Riverbed's Aternity EUEM SaaS product ("**Riverbed Platform**"). All existing data processing requirements, including those related to security, privacy, and compliance fully apply to data processed and stored within APM.

DATA PROCESSING

To deliver Riverbed APM, the service collects and processes "**Customer Data**" consisting of (i) performance measurements, like availability status 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, location name, application name ("**Metadata**"). Metadata may include certain categories of personal data outlined below:

- Full name
- Email address
- Login credentials
- IP address
- Device name
- Browser version
- Network activity
- Timestamps
- Resource IDs
- Region Information
- Customer-specific tagging data

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)
- Stockholm, Sweden (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 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 Riverbed APM, who can access that data, and why.

Data Category	Who Has Access	Access Location	Access Purpose
Customer Data	APM DevOps Team	India Israel United States Romania	To operate and maintain Riverbed APM (Aternity).

DATA PORTABILITY

Customers may export Customer Data at any time via Riverbed APM's RESTful API.

DATA SECURITY

Riverbed Platform serves as the underlying platform for Riverbed APM that defines and manages data security, ensuring that Customer Data is protected at all stages, during storage, transmission, and processing while maintaining compliance with industry standards and best practices.

Riverbed Platform 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 (<https://www.riverbed.com/trust-center>).

SUBPROCESSORS

Riverbed has engaged the subprocessors listed below to deliver Riverbed APM:

Entity Name	Processing Description	Processing Location	Additional Details
Amazon Web Services, Inc.	Cloud hosting and infrastructure provider	United States Australia Germany Canada UK* Sweden	Customers may select an AWS data center region from the options at left.

**Available to select UK government customers only*

A complete list of Riverbed's subprocessors is published publicly at <https://www.riverbed.com/legal/subprocessors>.