



PRIVACY DATA SHEET NPM+ CLOUD SERVICE

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

OVERVIEW

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

NPM+ CLOUD SERVICE SOLUTION CAPABILITIES

- 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
- The optional UC Module enables real time media stream analysis and provides audio and video quality and performance metrics in NPM+ Real Time Calls dashboards
- The optional Packet Capture Module enables authorized users to remotely control packet capture operations and to securely transfer PCAP files directly to Customer managed storage

DATA PROCESSING

To deliver the NPM+ solution, Riverbed processes “**Customer Data**,” which consists of the following:

(i) performance measurements, such as 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 as listed below:

- Device name/hostname
- IP address
- Names of applications used by Customer
- Usernames, email addresses, and assigned privilege roles of Customer personnel who are authorized to control NPM+ operations

DATA CENTER LOCATIONS

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 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	Riverbed NPM+ DevOps Team	India Israel United States Romania	To operate and maintain the NPM+ Cloud Service solution

DATA PORTABILITY

Customers may export Customer Data by submitting a request via Riverbed's Support Portal.

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.

SUBPROCESSORS

Riverbed has engaged the subprocessors listed below to assist with the delivery of the NPM+ Cloud Service solution:

Subprocessor	Processing Description	Processing Location	Additional Details
Amazon Web Services, Inc.	Cloud hosting and infrastructure provider	United States Australia Germany Canada UK*	Customers may select an AWS data center region from the options at left.
Clickhouse, Inc.	Cloud database	United States Australia Germany UK*	Maps to a customer's underlying AWS data center region selection to the extent customer has chosen one of the options at left
Databricks, Inc.	Product data pipeline and analytics services	See Additional Details	Maps to a customer's underlying AWS data center region selection.
Microsoft Corporation	Cloud hosting and infrastructure provider	United States Germany Australia UK Canada	Applies only if a customer enables use of the Riverbed Data Store, which allows features such as Workspaces, Automations, and APIs to access customer's NPM+ data. Customers may select an Azure data center region from the options at left.
WalkMe, Inc.	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.
Salesforce, Inc. (as successor to Zoomin Software, Inc.)	In-product help functionality	United States	The type of personal data processed by Salesforce is limited solely to public IP addresses.

**Available to select UK government customers only*