



PRODUCTS & SERVICES PRIVACY POLICY

Last Updated: September 22, 2020

This Riverbed Products & Services Privacy Policy (“**Product Privacy Policy**”) explains how Riverbed Technology, Inc. and its affiliates (“**Riverbed**”, “**we**”, “**us**”, or “**our**”) collect, use and share information, including Personal Data (as defined below), from our customers and their users (collectively, “**customer**”, “**user**”, “**you**” and “**your**”) in connection their purchase and/or use of certain Riverbed products and services (“**Products**”). “**Personal Data**” means information relating to an identified or identifiable individual, including, for example, your first and last name, email address, and phone number.

This Product Privacy Policy does not cover:

- Personal Data processed pursuant to Riverbed’s [General Privacy Policy](#), such as Personal Data collected through Riverbed’s websites (such as www.riverbed.com and www.riverbedlab.com), feedback and surveys, the sales and contracting process, and both online and offline sales and marketing activities.
- Personal Data processed pursuant to our [EU Applicant and Candidate Privacy Policy](#) or [California Applicant Notice](#) when an individual applies for a position with Riverbed through our website or otherwise.

This Product Privacy Policy may be supplemented by other disclosures contained within or in connection with the provision of Riverbed Products which may describe in more detail our data collection, use and sharing practices.

If you have any questions about this Product Privacy Policy, please contact us at rvbd-privacy@riverbed.com.

1 What Information We Collect

We collect information about you when you deploy, use, or interact with the Products as further described below.

1.1 Information You Provide to Riverbed

1.1.1 Administrative Data

We collect Personal Data directly from our customers and their users to administer and/or manage Riverbed’s delivery of the Products and associated customer accounts (“**Administrative Data**”). Depending on the context, Administrative Data may include:

- Contact details such as first name, last name, email address, job title, company name, company address and phone number
- Usernames and passwords

1.1.2 Customer Data

Customers and their users may provide information and data in connection with their use of our Products for processing by Riverbed on behalf of such customers (“**Customer Data**”). Riverbed processes Customer Data as detailed further in Section 2.2 of this Product Privacy Policy.

1.1.3 Support Data

“**Support Data**” means information that Riverbed collects when a customer submits a request for support services or other troubleshooting. Support Data includes the following types of data:

- “**TAC Support Data**”: when you designate yourself as a technical support contact, submitting a support case, speak to one of support representatives directly or otherwise engage with our support team, you will be asked to provide:
 - Business contact details (name, email address and phone number of the individual requesting support)
 - Customer name and location
 - Problem definition: a summary of the issue you are experiencing
 - Serial number, software version, model name and IP address information
- “**Troubleshooting Files**” meaning text, video or image files provided to Riverbed by customer in connection with a support case. Riverbed does not intentionally collect or process Personal Data via Troubleshooting Files; however, unsolicited Personal Data may be contained in Troubleshooting Files. Troubleshooting Files generally contain technical information such as device configuration, product identification numbers, serial numbers, host names, device IP/MAC addresses, sysinfo (CPU and disk usage), interface health, etc.

1.2 Data Collected via Riverbed Products

In connection with the provision of the Products, Riverbed collects information and data from certain Products and related customer systems, applications and devices that are used to access the Product, which may include the types of data described below, as well as statistical, aggregated data (“**Usage Data**”). Limited Personal Data may also be collected such as filenames, file paths, machine names, and device IP/MAC addresses. Depending on the Product, Usage Data may include the following types of data:

- Configuration data: technical data about how a customer has configured the Product and related environment, including device hostname, software version, features enabled/disabled
- Performance data: performance data relates to how the Product is performing, such as the specific TCP ports seen by an appliance and how those perform, and a basic understanding of the applications used in a customer environment
- Environmental data: how the Product is deployed, including CPU, memory and disk metrics, interface statistics, and public source IP address
- Product logs: logs automatically generated by the Product recording system events and state during the operation of the Product

Customer administrators may disable our collection of certain types of Usage Data as set forth in the applicable Product documentation.

2 How We Use the Information

2.1 How We Use Administrative Data

Riverbed uses Administrative Data for the following purposes:

- To deliver and provide the Products, including provisioning the Products, access management and authentication.
- To administer customer accounts and similar Product-related activities, including sending product updates (including software releases, end-of-sale and end-of-support updates), subscription expirations, general support announcements, security alerts and other administrative messages.
- To confirm compliance with licensing and other contractual obligations.
- To enhance and personalize how Products are presented to you.

2.2 How We Use Customer Data

Customer Data is subject to the restrictions set forth in the applicable Product documentation and the underlying agreement between Riverbed and its customer (“**Customer Agreement**”). Our processing of Personal Data within Customer Data is governed by the Customer Agreement and the applicable executed data protection addendum, and Riverbed has no direct control or ownership of any Personal Data contained within Customer Data. If Personal Data pertaining to you as an individual has been submitted as part of Customer Data by or on behalf of a customer and you have questions about how such Personal Data is handled, please contact the Riverbed customer (i.e. your employer or organization) directly.

2.3 How We Use Support Data

Riverbed uses Support Data for the following purposes:

- To contact users in relation to a specific support request.
- To respond to and troubleshoot a support case.
- To provide remote access support.
- To analyze Troubleshooting Files.
- To resolve a support case, and to repair and improve the Products.

2.4 How We Use Usage Data

Riverbed uses Usage Data for the following purposes:

- To maintain the stability and performance of our Products.
- To confirm compliance with licensing and other contractual obligations.
- To improve the Products, including identifying trends, usage and activity patterns and analyzing our customers use of certain features and/or configurations to improve and develop similar features, inform product roadmap and prioritize future feature and product development.
- To improve resolution of support cases and provide proactive support, including providing support recommendations to improve general Product health and to use Products more



effectively, gaining a better understanding of a customer's Product configuration and environment to contextualize specific support cases.

- To help keep our Products secure, including verifying accounts and activity, and to investigate, prevent and respond to potential or actual security incidents, fraud and/or other illegal activities.
- To deliver performance insights to customers, including recommendations to customers and users regarding their use of the Products, industry benchmarking and comparative performance metrics.
- To better understand and analyze how our customers use the Products in order to increase customer engagement and adoption of the Products.
- To enhance sales conversations with existing customers by providing Riverbed account teams with greater context and background regarding how customers deploy Products and utilize features.

2.5 Legal Bases for Processing

If you are a European Economic Area (EEA) resident, Riverbed relies on the following legal bases to collect and process Personal Data under applicable EU data protection laws:

- **Contract performance:** where processing is necessary to perform a contract with you (i.e. to provide the Products); or
- **Legitimate interests:** to satisfy a legitimate interest (which is not overridden by your data protection interests), such as to improve the Products and enhance customer experience or to maintain and secure the Products; or
- **Legal obligation:** where Riverbed has a legal obligation to process your Personal Data (for example, when responding to public and government authorities, courts or regulators in accordance with our legal obligations under applicable laws); or
- **Consent:** where you have consented to the use of your Personal Data for a specific purpose.

3 How We Share Your Information

We may share information collected under this Product Privacy Policy with third parties as follows:

- **Riverbed Affiliates:** we share information with other Riverbed corporate affiliates in order to provide the Products (including support), operate and improve the Products and to offer other Riverbed affiliated services to you.
- **Service Providers:** we contract with third-party service providers to provide services on our behalf. Examples include service providers who provide assistance with hosting, infrastructure, technical support and customer service. If a service provider needs access to Personal Data to perform services on our behalf (each, a "**Subprocessor**"), then such Subprocessor will be subject to data protection and security obligations at least as stringent as Riverbed's under the Customer Agreement and/or applicable executed data processing addendum, as applicable. A list of Riverbed's current Subprocessors is available [here](#).



- **Riverbed Partners:** we have an extensive network of third-party partners who provide consulting, support, and other services and technology based on the Products. We may share information with these partners to effectively deliver unified support and other offerings and partners will only be permitted to use such information as permitted under this Product Privacy Policy and are not allowed to use this information for non-Riverbed purposes.
- **Corporate Transactions:** we may share or transfer information we collect under this Product Privacy Policy in connection with a merger, reorganization, dissolution, corporate reorganization, acquisition of all or portion of our business by or to another company or similar event.
- **Compelled Disclosure:** in response to a request for information if we reasonably believe disclosure is necessary to comply with any applicable law, regulation, legal process or governmental request, including to meet national security requirements.
- **Protection of Riverbed and Others:** we may disclose information where we reasonably believe that use or disclosure is necessary to protect the rights, property, or safety of Riverbed, its customers, users and others.
- **With your consent:** we may share information with third parties when you provide consent and/or in accordance with a customer's instructions.

4 Riverbed as a Data Processor

We may also process Personal Data submitted by or for a customer to our Products (for example, as described in Section 2.2 above). In such circumstances, Riverbed processes such Personal Data as a data processor on behalf of our customer who is the data controller of the Personal Data. We are not responsible for and have no control over the privacy and data security practices of our customers, which may differ from those explained in this Product Privacy Policy. If Personal Data pertaining to you as an individual has been submitted by or on behalf of a customer and you have questions about how such Personal Data is handled, please contact the Riverbed customer (i.e. your employer or organization) directly. We will work with customers to respond to such queries as further detailed in Section 6.2.2 below.

5 International Transfers

We collect information globally and such information, including Personal Data, may be transferred, stored and processed by us and our service providers, partners and affiliates in the United States and other countries throughout the world. When we transfer Personal Data out of the EEA, we make use of legally approved transfer mechanisms to safeguard such transfers. In relation to Riverbed's role as a data processor, our [Data Processing Addendum](#) incorporates the European Commission's Standard Contractual Clauses, which apply to any transfers of Personal Data.

6 Your Privacy Rights for Personal Data

6.1 Data Subject Rights

You may have certain rights relating to your Personal Data depending on the applicable local data protection laws (“**Data Subject Rights**”).

6.1.1 Data Subject Rights for EEA & UK persons

If you are a person located in the European Economic Area (EEA) or the United Kingdom, you have certain rights relating to your Personal Data under EU data protection laws that include:

- Right to access Personal Data
- Right to rectify inaccurate or incomplete Personal Data
- Right to erase/delete Personal Data
- Right to restrict processing of Personal Data
- Right to data portability of Personal Data
- Right to object to processing of Personal Data
- Not to be subject to a decision based solely on automated processing (Riverbed does not currently engage in any automated processing)
- Right to withdraw consent (when processing of Personal Data is based on consent)

6.1.2 Data Subject Rights for California Residents

Please refer to Riverbed’s [CCPA Notice](#) for information about your rights under the CCPA.

6.2 How To Exercise your Data Subject Rights

6.2.1 When Riverbed acts as a data controller (or business owner)

When Riverbed acts as a data controller, you can exercise your Data Subject Rights by submitting a request [here](#). We will review your request and respond in accordance with applicable law. To protect your privacy and security, we may take steps to verify your identity before complying with the request.

6.2.2 When Riverbed acts as a data processor (or service provider)

As described above, we may also process Personal Data submitted by or for a customer of our Products. In such cases, when Riverbed acts as a data processor, processing such Personal Data on behalf of the customer (the data controller), individuals who seek to exercise their Data Subject Rights should direct their query to the applicable customer (the data controller). We will work with customers to respond to such queries as outlined in our [Data Processing Addendum](#).

7 Retention of Personal Data

Riverbed retains Personal Data collected in connection with the Products as needed to fulfill the purposes for which it was collected (see Section 2 above) or as long as required to fulfill our legal obligations (subject to any retention obligations in the applicable Customer Agreement).



8 Security of Personal Data

Riverbed maintains appropriate technical and organizational measures, including administrative, physical, and technical safeguards to protect the Personal Data we use and process from unauthorized access, use, modification, or disclosure. Please be aware that no security measures can wholly eliminate security risks associated with the storage and transmission of Personal Data. You are responsible for protecting your usernames and passwords; if customers use our on-premise appliances and software, then responsibility for securing storage and access to the information you submit to such products rests with you and not Riverbed.

9 Updates

Riverbed may update this Product Privacy Policy from time to time. If we make changes to our Product Privacy Policy, we will post the updated version, which will be effective as of the updated revision date. If there are material changes to our Product Privacy Policy or in how Riverbed will use Personal Data, we may provide notification by other means prior to such changes taking effect, for example, by posting a notice on our website or sending you a notification.

10 Contacting Riverbed

Questions regarding this Product Privacy Policy and Riverbed's privacy practices can be directed to Riverbed's Privacy Team by emailing rvbd-privacy@riverbed.com.