



## **PRIVACY DATA SHEET** **ALLUVIO ATERNITY CLOUD SERVICE**

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

### **OVERVIEW**

The Alluvio 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.
- **User Journey Intelligence:** Contextualized visibility and actionable insights into user journeys across complex web environments, enabling organizations to improve satisfaction, drive revenue, and optimize customer and employee experience. **For customers that have purchased configured the User Journey Intelligence platform capability, please refer to Attachment 1 for additional details.**
- **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.

- Host name
- IP
- Subnet
- Wi-Fi
- User name
- Full user name and email
- User title
- User role
- Office
- Department
- Serial number

### **DATA CENTER LOCATIONS**

Riverbed uses third-party data centers and infrastructure provided by Amazon Web Services (AWS) to deliver Aternity SaaS. Those data centers are located in the locations described in 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 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	To operate and maintain the Aternity Cloud Service platform  <i>*Only when Customer has configured the APM platform capability</i>

#### 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 Aternity Trust Center at [www.aternity.com/trust-center](http://www.aternity.com/trust-center).

#### SUBPROCESSORS

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

Subprocessor	Processing Description	Location
Amazon Web Services	Hosted infrastructure for the Aternity SaaS platform	The locations listed in data center locations



**Attachment 1**

**User Journey Intelligence**

For customers that have purchased and configured the User Journey Intelligence platform capability, the additional information below supplements the Alluvio Aternity Cloud Service Privacy Data Sheet:

**SUBPROCESSORS**

<b>Subprocessor</b>	<b>Processing Description</b>	<b>Location</b>
Amazon Web Services, Inc.	Hosted infrastructure for the User Intelligence Journey SaaS platform	Australia Germany United Kingdom United States
Blue Triangle Technologies, Inc.	Digital experience management services including website performance analytics, tag governance, and revenue impact for the User Journey Intelligence platform capability	Australia Germany United Kingdom United States
Google LLC	Infrastructure and services for the User Journey Intelligence SaaS platform capability	Germany United States
Snowflake Computing	Database Platform-as-a-Service for the for the User Journey Intelligence SaaS platform capability	Germany United States