riverbed

PRIVACY DATA SHEET
RIVERBED SUPPORT

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

OVERVIEW

Riverbed offers world-class support to help customers fully leverage the value of their Riverbed investment. Riverbed's trained technical support staff is available around the clock (24 hours a day, 7 days a week) to help customers and partners quickly and easily use, manage, and troubleshoot the Riverbed products in their network. In addition, Riverbed provides a wide variety of online support materials to help answer most questions. Through Riverbed Support, customers receive access to:

- Assistance related to questions on the use of Riverbed products
- Assistance in identifying and verifying the causes of suspected errors
- Solutions and workarounds for identified errors or malfunctions in Riverbed products, where available
- Access to support by phone, email, or the Web

DATA PROCESSING

To deliver Riverbed Support, Riverbed processes "**Support Data**" consisting of:

- "**TAC Support Data**" meaning the business contact details of the individual requesting support along with customer name and location, problem definition (i.e., a summary of the issue the customer is experiencing), software version, model name and IP address provided as part of initiating a support case; and
- "**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 at the customer's discretion.

DATA CENTER LOCATIONS

Riverbed leverages a third-party customer account and support administration platform to deliver support services. This system is managed by Riverbed Technology LLC and hosted by salesforce, inc.'s United States-based instance.

Troubleshooting Files uploaded by customers are stored in a data repository hosted in the United States and wholly maintained by the Riverbed Support team.

CROSS-BORDER DATA TRANSFER MECHANISMS

Riverbed leverages the EU Standard Contractual Clauses related to the lawful use of personal data across jurisdictions.

SUBPROCESSORS

Riverbed has engaged the subprocessors listed below to assist with the delivery of support:

- Answer 1, LLC (d/b/a Nexa)
- inContact, Inc. (d/b/a NICE inContact)
- SlashSupport Inc. (d/b/a/ CSS Corp)

ACCESS CONTROL

The table below lists the data used by Riverbed Support to delivery support services, who can access that data, and why.

Data Category	Who Has Access	Access Location	Access Purpose
TAC Support Data	Riverbed Support Personnel	India Israel Japan Romania Singapore United Kingdom United States	Provision of support
	CSS Corp	India	Provision of L1 technical support services and RMA administration services
	Nexa	United States	Staff augmentation for Level 1 24x7 telephone customer support (involved only to the extent a customer initiates a support case via telephone)
	NICE inContact	United States	Call center SaaS platform for telephone-initiated support case routing (involved only to the extent a customer initiates a support case via telephone)
Troubleshooting Files	Riverbed Support Personnel	India Israel Japan Romania Singapore United Kingdom United States	Provision of support
	CSS Corp	India	Provision of L1 technical support services and RMA administration services

DATA SECURITY

Riverbed has implemented appropriate technical and organizational measures designed to secure personal data from accidental loss and unauthorized access, use, alteration, and disclosure.