



## PRIVACY DATA SHEET NPM+ CLOUD SERVICE

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

### OVERVIEW

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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

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- 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

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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

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Riverbed uses third-party data centers and infrastructure to deliver NPM+. Customer Data is primarily hosted and stored in the data center region selected by Customer. As of this document’s publication date, Customers may designate a primary hosting and storage region from the options below:

- United States
- Australia
- Germany
- Canada
- UK (*available to select UK government customers only*)
- Singapore

Additional processing locations may apply to Customer Data; see Riverbed’s [subprocessor list](#) for more details.



## CROSS-BORDER DATA TRANSFER MECHANISMS

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Riverbed leverages the [EU Standard Contractual Clauses](#) related to the lawful use of personal data across jurisdictions.

## ACCESS CONTROL

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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

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

## DATA SECURITY

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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](http://www.riverbed.com/trust-center).

## SUBPROCESSORS

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