



PRIVACY DATA SHEET ATERNITY CLOUD SERVICE

This Privacy Data Sheet describes the processing of personal data through the Aternity cloud service.

OVERVIEW

The Aternity cloud service is a cloud-based enterprise-grade Software-as-a-Service (“**SaaS**”) digital experience management platform (hereinafter referred to as “**Aternity SaaS**”) made available by Riverbed to companies (“**Customer**”) who acquire it for internal business use.

DATA PROCESSING

To deliver Aternity SaaS, Riverbed processes “**Customer Data**,” which consists 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.

- Full name
- Username
- Email
- Title
- Location
- IP address
- Device name / hostname
- Wi-Fi
- Serial number

DATA CENTER LOCATIONS

Riverbed uses third-party data centers and infrastructure to deliver Aternity SaaS. 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
- Canada
- Germany
- United Kingdom (*available to UK government customers only*)
- Sweden
- Singapore
- Kingdom of Saudi Arabia

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

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 Aternity SaaS, 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 Romania	To operate and maintain the Aternity SaaS platform

DATA PORTABILITY

Customers may export Customer Data at any time via the Aternity SaaS RESTful API.

DATA SECURITY

The Aternity SaaS technical and organizational security measures ("**Security Measures**") and certifications (i.e., SOC 2 Type II and ISO 27001) are available via the Riverbed Trust Center at www.riverbed.com/trust-center.

SUBPROCESSORS

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