



PRIVACY DATA SHEET **ALLUVIO IQ CLOUD SERVICE**

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

OVERVIEW

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

Alluvio IQ Cloud Service Platform Capabilities

- **Telemetry:** Broad-based telemetry brings together a unified view of performance and insights by leveraging full-fidelity packet, network device, flow, and end user experience metrics.
- **Correlation:** Alluvio IQ delivers actionable insights through AI/ML capabilities such as correlation, by automating the process of gathering and correlating across time, device, location, users, and applications, as well as leveraging analytics techniques like threshold violations and anomaly detection.
- **Automation:** Alluvio IQ replicates the investigative workflows of IT experts to automate the process of gathering evidence, building context, and setting priorities when troubleshooting issues. These workflows are customizable and additional workflows can be created as needed.
- **Dashboards:** User interface screen where incidents are displayed by user impact, most impacted locations, and most impacted services to help prioritize events and their effect on the business. Also view active event distribution by event priority and how incident priority changes over time.

DATA PROCESSING

To deliver Alluvio IQ, 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 (“**Metadata**”). Metadata may include certain categories of personal data outlined below.

- Full name
- Email address
- Login credentials
- IP address
- Device name
- Location
- Browser version
- Network activity

DATA CENTER LOCATIONS

Riverbed uses third-party data centers and infrastructure provided by Microsoft Azure to deliver Alluvio IQ. Those data centers are located in the locations described in below:

- United States
- Germany

Customer Data is stored in the Microsoft Azure data center selected by the Customer. Notwithstanding which region is selected, Customer Data required for Alluvio platform access (e.g., login credentials consisting of user name and email) and administrative audit logs applicable to Customer’s administrators’ log-in and log-out of the Alluvio platform are stored for all customers in the US.

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 Alluvio IQ Cloud Service, who can access that data, and why.

Data Category	Who Has Access	Access Locations	Access Purpose
Customer Data	Select Alluvio IQ development and support personnel	France India Israel Romania United Kingdom United States	To operate, maintain, and support the Alluvio IQ Cloud Service platform

DATA PORTABILITY

Customers may request export of their Customer Data using the form and process defined in Riverbed's Products & Services Privacy Policy available via the Riverbed Trust Center at www.riverbed.com/trust-center.

DATA SECURITY

The Alluvio IQ Cloud Service technical and organizational security measures ("**Security Measures**") and certifications (i.e., SOC 2 Type II, SOC 3, and ISO 27001) are available via the Riverbed Trust Center at www.riverbed.com/trust-center.

SUBPROCESSORS

Riverbed has engaged the subprocessors listed [here](#) to assist with the delivery of the Alluvio IQ Cloud Service platform.