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)
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](https://ec.europa.eudigital.com权) 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.

<table>
<thead>
<tr>
<th>Data Category</th>
<th>Who Has Access</th>
<th>Access Location</th>
<th>Access Purpose</th>
</tr>
</thead>
</table>
| Customer Data  | Aternity DevOps Team| India* Israel United States | To operate and maintain the Aternity Cloud Service platform  
*Only when Customer has configured the APM platform capability |

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](https://www.aternity.com/trust-center).

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

<table>
<thead>
<tr>
<th>Subprocessor</th>
<th>Processing Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amazon Web Services</td>
<td>Hosted infrastructure for the Aternity SaaS platform</td>
<td>The locations listed in data center locations</td>
</tr>
</tbody>
</table>
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

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

   *The categories of data subjects whose personal data are transferred.*

   Customer’s employees and end users

2. **Categories of personal data**

   *The transferred categories of personal data are:*

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

3. **Special categories of personal data (if applicable)**

   N/A

4. **Frequency of the transfer**

   *The frequency of the transfer (e.g., whether the data is transferred on a one-off or continuous basis):*

   Continuous basis

5. **Subject matter of the processing**

   *Describe the subject matter (i.e., main object) of the processing:*

   Provision of the Alluvio Aternity Cloud Service digital experience management platform as described in the Documentation.

6. **Nature of the processing**

   *Describe the nature (i.e., the types of operations performed as part of the processing) of the processing:*

   Use and other processing activities (including collection, transmission, storage) to provide, maintain and update the Aternity Cloud Service.

7. **Purpose(s) of the data transfer and further processing**

   *Describe the purpose(s) of the data transfer and further processing:*

   Riverbed will process personal data as necessary to perform the Alluvio Aternity Cloud Service pursuant to the Agreement, as further specified in the Documentation, and as further instructed by Customer in its use of the Alluvio Aternity Cloud Service.

8. **Duration of the processing**

   *The period for which the personal data will be retained, or, if that is not possible, the criteria used to determine that period:*

   As set forth in the Agreement or order form(s), as applicable.

9. **Subprocessors**

   *For transfers to subprocessors, also specify subject matter, nature and duration of the processing:*

   As described at [www.riverbed.com/legal/subprocessors.html](http://www.riverbed.com/legal/subprocessors.html)
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 deliver support services, who can access that data, and why.
<table>
<thead>
<tr>
<th>Data Category</th>
<th>Who Has Access</th>
<th>Access Location</th>
<th>Access Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Riverbed Support Personnel</td>
<td>India, Israel, Japan, Romania, Singapore, United Kingdom, United States</td>
<td>Provision of support</td>
</tr>
<tr>
<td>TAC Support Data</td>
<td>CSS Corp</td>
<td>India</td>
<td>Provision of L1 technical support services and RMA administration services</td>
</tr>
<tr>
<td></td>
<td>Nexa</td>
<td>United States</td>
<td>Staff augmentation for Level 1 24x7 telephone customer support (involved only to the extent a customer initiates a support case via telephone)</td>
</tr>
<tr>
<td></td>
<td>NICE inContact</td>
<td>United States</td>
<td>Call center SaaS platform for telephone-initiated support case routing (involved only to the extent a customer initiates a support case via telephone)</td>
</tr>
<tr>
<td>Troubleshooting Files</td>
<td>Riverbed Support Personnel</td>
<td>India, Israel, Japan, Romania, Singapore, United Kingdom, United States</td>
<td>Provision of support</td>
</tr>
<tr>
<td></td>
<td>CSS Corp</td>
<td>India</td>
<td>Provision of L1 technical support services and RMA administration services</td>
</tr>
</tbody>
</table>

**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.
1. Categories of data subjects
   The categories of data subjects whose personal data are transferred.
   Customer’s employees and end users

2. Categories of personal data
   The transferred categories of personal data are:
   Support Data
   - “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.

3. Special categories of personal data (if applicable)
   N/A

4. Frequency of the transfer
   The frequency of the transfer (e.g., whether the data is transferred on a one-off or continuous basis):
   One-off basis when Customer submits a support case

5. Subject matter of the processing:
   Describe the subject matter (i.e., main object) of the processing:
   Provision of end-user maintenance and technical support.

6. Nature of the processing
   Describe the nature (i.e., the types of operations performed as part of the processing) of the processing:
   Use and other processing activities (including collection, transmission, storage) to provide end-user maintenance and technical support.

7. Purpose(s) of the data transfer and further processing
   Riverbed will process personal data as necessary to perform the Support Services pursuant to the Agreement, and as further instructed by Customer in its request for Support Services.

8. Duration of the processing
   The period for which the personal data will be retained, or, if that is not possible, the criteria used to determine that period:
   As set forth in the Agreement or order form(s), as applicable.

9. Subprocessors
   For transfers to subprocessors, also specify subject matter, nature and duration of the processing:
   As described at www.riverbed.com/legal/subprocessors.html