



PRIVACY DATA SHEET RIVERBED SUPPORT SERVICES

This Privacy Data Sheet describes the processing of personal data in connection with Riverbed Support Services.

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 Riverbed offerings. In addition, Riverbed provides a wide variety of online support materials to help answer most questions. Through Riverbed Support Services, customers receive access to:

- Assistance related to questions on the use of Riverbed offerings
- Assistance in identifying and verifying the causes of suspected errors
- Workarounds and fixes (where available) for identified errors or malfunctions in Riverbed offerings
- Access to phone, email and internet support channels

DATA PROCESSING

To deliver Riverbed Support Services, Riverbed processes:

“**Support Data**” consisting of (i) “**TAC Support Data**” meaning the business contact details of the individual requesting support along with organization’s name and location, problem definition (i.e., a summary of the issue the organization is experiencing), software version, model name and IP address provided as part of initiating a support case; and (ii) “**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.

PROCESSING 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 Services team.

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 Riverbed Support Services, who can access that data, and why.

Data Category	Who Has Access	Access Location	Access Purpose
TAC Support Data	Riverbed Support Services personnel	India Israel Romania Singapore United States	Provision of Support Services
	NICE inContact	United States	Support case routing platform
Troubleshooting Files	Riverbed Support Services personnel	India Israel Romania Singapore United States	Provision of Support Services

DATA SECURITY

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

SUBPROCESSORS

Riverbed has engaged the subprocessors listed below to deliver the Riverbed Support Services:

Subprocessor	Processing Description	Location	Additional Details
inContact, Inc. (d/b/a NICE inContact)	Support case routing platform	United States	NICE inContact's personal processing is limited to technical support contact data.
salesforce, inc.	Customer account and support administration platform	United States	SFDC's processing of personal data is limited to that incidentally included in Support Data.

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