

CloudHealth by VMware – Privacy Datasheet

ABOUT CLOUDHEALTH BY VMWARE

CloudHealth is the most trusted software platform for accelerating global business transformation in the cloud. Now part of VMware, CloudHealth is the enterprise platform of choice for more than 11,000 organizations worldwide that rely on it to visualize, optimize, and govern the largest and most complex multi-cloud environments. Learn more at: <https://www.cloudhealthtech.com>.

ABOUT VMWARE'S PRIVACY PROGRAM

- Cloud Trust Center – At VMware, we want to bring transparency that underlies trust. *The VMware Cloud Trust Center* is the primary vehicle to bring you that information.
- Data Privacy Officer - Please contact VMware's Privacy Team at privacy@vmware.com or by mail at Office of the General Counsel of VMware, Inc., 3401 Hillview Ave, Palo Alto, California, 94304, USA.

How CloudHealth by VMware brings value to you!

Thousands of customers around the world depend on CloudHealth® by VMware® (“CloudHealth” or “the Service Offering”) to support their current and future business goals. The platform gives customers the ability to effectively visualize, optimize, and govern their multi-cloud environment to drive confident decision-making and smarter growth. To provide the service, CloudHealth collects and further processes Infrastructure-level metadata and cloud spend.

For more information, see the [CloudHealth Service Description](#).

VMware and Privacy

In a complex world of data and the digital era our goal is simple: at VMware, you, our customers, and your data are our primary concern. VMware takes privacy and data protection very seriously and is committed to providing clear information about how we collect, use and process your personal data. We have established policies and practices designed to protect the personal data we process on behalf of our customers (as a processor), and as a controller. We are also committed to privacy-by-design when designing our products and services and VMware's Privacy Team works with the development teams to identify and embed privacy controls for customers.

The personal data collected and processed by VMware are largely dependent on the type of offering you purchase. This Privacy Datasheet provides you with information about how VMware processes and protects your personal data in connection with the CloudHealth Service Offering.

Types of Personal Data Collected by CloudHealth

VMware collects and further processes the following categories and types of personal data in connection with the provision of the Service Offering to the Customer:

Personal Data Category	Personal Data Attributes	Purpose of Processing
Identity Details	Administrators' Name Administrators' Email address Administrators' IP address	Service functionality such as role-based access controls, alerting and user identification.

SECURITY, CERTIFICATIONS AND THIRD-PARTY ATTESTATIONS

- All compliance certifications are available in the [VMware Cloud Trust Center's Compliance Page](#).

Employment and Qualifications	Administrators' title (optional)	Service functionality such as role-based access controls, alerting and user identification.
Online Identifiers	<ul style="list-style-type: none"> - IP/MAC Address of customer systems (not individual end-user desktops or devices but from servers located, for example in data centers). - IP/MAC Address of end-user desktops and devices - Device Information including unique identifiers, device type, carrier, operating system, model, system, etc. - Login credentials (username and passwords for users) and security authentication data 	To provide the Service to the customer, or related technical or customer support.
Communication Data	Administrator's work phone and/or cell phone (optional)	Service functionality such as role-based access controls, alerting and user identification.

Personal data other than listed above may also be included in any content that the customer submits to the Service Offering. VMware may not know what types of personal data are submitted to the Service Offering by the customer and the customer is responsible for understanding the types of personal data processed in connection with the customer's use of the Service Offering.

How We Protect Data Processed in Connection with the Operation of Our Business (as a Controller)

In connection with VMware’s provision of the Service Offering to the Customer, VMware processes the types of data shown in the below table related to the platform, which may include personal data. In this instance, VMware is acting as a “controller” and determines the purposes of the processing.

Data Category	Purposes for which it is used
Relationship Data – Authentication and customer account information.	Used to provision the Service Offering, such as managing the account and maintaining relationship data.
Service Operations Data – Configuration Data, Feature Usage Data, Authentication Data, Performance Data, Service Logs, Security Logs, Diagnostic Data, Support and Survey Data.	Information used to facilitate the delivery of the Service Offering, including managing and monitoring the infrastructure, and providing support. See VMware Products and Services Privacy Notice for details.
Service Usage Data – Configuration Data, Feature Usage Data, Performance Data.	Information used for VMware’s own analytics and product improvement purposes. See VMware Service Usage Data Program disclosure for details.

The following privacy notices explain the different ways in which VMware collects, uses and protects any personal data included in the above categories of data:

[VMware Privacy Notice](#): This notice addresses the personal information we collect when you purchase VMware products and services and provide account-related personal information.

[VMware Products and Services Privacy Notice](#): This notice applies only to the limited personal information we collect and use for our own purposes in connection with our provision of VMware products and services, including (i) any cookies and similar tracking technologies we may use when providing the products or services; (ii) any information we use to facilitate the delivery of VMware services; and (iii) any data we collect to improve our products and services and our customer’s experience.

How We Protect Data as a Service Provider (as a Processor)

In connection with the provisioning of the Service Offering, VMware will process personal data contained in Customer Content (as such term is defined in the relevant VMware agreement, e.g. [VMware Terms of Service](#)) on behalf of the Customer. In this instance, VMware is acting as a “processor” (acts on the instruction of the controller), while the Customer has the role of the “controller” (determines the purposes of the processing).

Data Protection Addendum

VMware’s obligations and commitments as a data processor are set forth in VMware’s [Data Processing Addendum](#) (“DPA”). VMware will process personal data contained within Customer Content in accordance with the applicable agreement and the DPA. The applicable agreements for each product and service, including the VMware Terms of Service, the Service Descriptions for each specific service, and other relevant legal document can be found [here](#).

Data Storage and Cross-Border Data Transfers

CloudHealth by VMware currently only stores Customer Content inside of the legal jurisdiction of the United States. Hosting location options are constantly evolving so please visit the [Sub-Processors list](#) for up-to-date primary and disaster recovery location details.

For cross-border personal data transfers, VMware has achieved Binding Corporate Rules (“BCR”) as a processor, thus acknowledging we have met the standards of the EU General Data Protection Regulation for international transfers of personal data it processes on behalf of our customers. View the VMware BCR or the EU Commission BCR Listing in the [VMware Cloud Trust Center](#).

DATA PRIVACY REQUESTS

If you wish to exercise any of your rights under applicable data privacy laws for personal data processed by your organization while using the Service Offering, please contact your organization. See [VMware's Privacy Notice](#) for information about how to exercise your rights where VMware is processing personal data in connection with its business operations.

FOR MORE INFORMATION OR TO PURCHASE VMWARE PRODUCTS

Contact your VMware account representative or call 877-4-VMWARE (outside North America, +1-650-427-5000), visit vmware.com/products, or search online for an authorized reseller.

UPDATES

Reading from a PDF? Don't be outdated, be informed! Find the latest information in the current version of this document from the [VMware Cloud Trust Center's Privacy Page](#).

Sharing with Sub-Processors

For the Service Offering, VMware utilizes third-party companies to provide certain services on its behalf. As set forth in the Data Processing Addendum, VMware has agreements and data transfer mechanisms in place with each sub-processor. A list of these sub-processors is available at the [VMware End User Terms and Conditions page](#).

Additional sub-processors providing supporting functionality for the Service Offering is available in the [Support Services Sub-Processor List](#).

VMware also provides customers with an easy mechanism to monitor changes to our list of sub-processors. If you would like to receive notifications, please visit this page [here](#).

Data Retention and Deletion Practices

VMware retains personal data that we may collect in connection with the customer's use of the Service Offering for as long as it is needed to fulfill the obligations of the VMware Terms of Service. The [VMware Data Processing Addendum](#), the [Terms of Service](#), and the [Service Description](#) set forth how personal data contained in Customer Content is deleted after contract expiration or termination.

During the Subscription Term, data transmitted to the Service Offering by you will be retained and available for querying and alerts. Data is retained for 13 months from the date and time the data was originally ingested into the Service Offering.

Following expiration or termination of the Agreement, all Content, and all personal data contained in Content, in VMware's possession will be deleted from VMware's primary database and (if applicable) back-up database. The only exception would be if and to the extent that VMware is required by applicable law to retain any of the personal data (in which case VMware will implement reasonable measures to isolate the personal data from any further processing).