

NSX Advanced Load Balancer with Cloud Services

Privacy Datasheet

ABOUT NSX ADVANCED LOAD BALANCER WITH CLOUD SERVICES

NSX Advanced Load Balancer with Cloud Services has multi-cloud load balancing, web application firewall, and container ingress services.

Customers gain flexible deployment and simplified control.

Learn more at [NSX Advanced Load Balancer](#).

ABOUT VMWARE'S PRIVACY PROGRAM

- Trust Center – At VMware, we want to bring transparency that underlies trust. [The VMware Trust Center](#) is the primary vehicle to bring you that information.
- Data Privacy Officer - Please contact the VMware Privacy Team via the [Privacy Contact Form](#) or by mail at Office of the General Counsel of VMware, Inc., 3401 Hillview Ave, Palo Alto, California, 94304, USA.

How NSX Advanced Load Balancer with Cloud Services brings value to you!



VMware NSX® Advanced Load Balancer™ with Cloud Services (“NSX ALB”) provides multi-cloud load balancing, web application firewall, application analytics, and container ingress services from the data center to the cloud with enhanced operations delivered as a software as a service offering.

NSX Advanced Load Balancer with Cloud Services has two primary services:

- Pulse Cloud Service – Cloud based services including Central Licensing, Unified Dashboards, Proactive Support and Live Security Threat Feeds.
- Controller Cloud Service – VMware managed cloud based hosted Controller service

NSX Advanced Load Balancer's Controller component can be deployed in a customer's own on-premises environment and/or consumed as a hosted service via the Controller Cloud Service.

For additional details, see the NSX Advanced Load Balancer [Service Guide](#).

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 developing products and services. VMware's Privacy Team actively 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 NSX Advanced Load Balancer Service.

Types of Data Collected by NSX Advanced Load Balancer with Cloud Services

NSX Advanced Load Balancer Pulse Cloud Service includes a central licensing service and several sub-services that can be consumed. These services and the data they collect are described below. The data collected is generally limited to metric type data and does not include workload data.

Central Licensing Service: Enables zero-touch capacity management and cloud bursting for globally distributed NSX Advanced Load Balancer deployments. This service collects minimal account data which is metric based and is limited to account ID, organization name type (trial/paid), and status (active/nonactive), service unit license information, NSX ALB controller name and the specific email address used to register the NSX ALB controller. This email may be a personal email or corporate email as determined by the customer.

There are several additional optional services that are able to be consumed as listed below.

Smart Operations: Provides organizational and NSX ALB Controller dashboards. Data collected is metric data limited to Controller cluster status, member names and versioning. NSX ALB Controller CPU, memory and disk usage. license (SU) usage, type of virtual service (L7, L4, WAF protected), pool count, cloud name and status, service engine CPU count and datapath usage for CPU

Proactive Support: Enables a zero-touch support experience by monitoring NSX Advanced Load Balancer deployments and creating VMware support cases automatically upon detecting issues. No data is collected or retained for this service. Support case data is directly sent to customer connect support portal.

Live Security Threat Intelligence: Provides multiple live security feeds and updates to the NSX ALB Controller to protect applications against threats that evolve in real-time. No data is collected or retained for this service.

In connection with the customer’s use and VMware’s provision of the Service Offering, VMware collects, and further processes data as classified in the table below. In some instances, personal data may be included in such data. Generally, NSX Advanced Load Balancer Service only processes the personal data of Customer’s IT administrators who use and operate the Service Offering, or such other people Customer authorizes to use the Service Offering on their behalf.

VMware Data Classification	Description and Purpose of processing	Categories of Personal Data
Customer Content	Content submitted by customer to the Service Offering for processing, storage, or hosting (described as “Your Content” in <i>VMware’s Terms of Service</i>). To the extent the Service Offering processes Customer Content, VMware processes such Content to provide the Service.	Generally, customer controls and determines which type of personal data it submits to the Service Offering. The specific personal data processed will depend on the customer’s specific configurations and deployment. For this service, no workload data is processed.

SECURITY, CERTIFICATIONS AND THIRD-PARTY ATTESTATIONS

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

<p>Support Request Content</p>	<p>Data provided by customer to VMware to address a technical support issue.</p>	<p>Any personal data customer shares with VMware in connection with a support request (as controlled and determined by Customer).</p>
<p>Account Data</p>	<p>Data collected and used by VMware to manage the customer account and maintain the relationship with customer, such as to bill the customer or deliver notifications and alerts.</p>	<p><u>Contact Information</u>, such as to customer name, email address, address and phone number.</p> <p><u>Online Identifiers</u> such as to customer's IP/MAC address or login credentials.</p>
<p>Service Operations Data</p>	<p>Data used by VMware to facilitate the delivery of the Service. This may include (i) tracking entitlements, (ii) providing support, (iii) monitoring the performance, integrity, and stability of the Service's infrastructure, and (iv) preventing or addressing Service or technical issues. For example:</p> <ul style="list-style-type: none"> • Configuration, usage and performance data • Authentication Data • Service logs, security logs, and diagnostic data • Survey and feedback data 	<p><u>Contact Information</u>, such as administrators' email address.</p> <p><u>Online Identifiers</u> such as the URL of the SAML provider, administrators' and developers' IP/MAC address, login credentials or login time stamps.</p>
<p>Service Usage Data</p>	<p>Information used by VMware for analytics, product improvement purposes, and proactive support. See VMware Trust & Assurance Center for additional details regarding VMware's Service Usage Data Program (SUDP). For example: Configuration, usage and performance data.</p>	<p><u>Contact Information</u>, such as administrators' email address (e.g. to provide proactive support).</p> <p><u>Online Identifiers</u>, such as administrators' IP address.</p>

How We Process and Protect Data as a Controller

To the extent VMware processes personal data as part of Account Data, Service Operations Data and Service Usage Data, VMware acts as the Controller in respect to such personal data. The following privacy notices explain how VMware collects, uses and protects any personal data in its capacity as a Controller:

VMware Privacy Notice: This notice addresses the personal data we collect when you purchase VMware products and services and provide account-related personal data.

VMware Products and Services Privacy Notice: This notice applies only to the limited personal data 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 Process and Protect Data as a Processor

Where VMware processes personal data contained in Customer Content in connection with the provisioning of the Service Offering, VMware will process such personal data on behalf of the customer as a "processor" (acts on the instruction of the controller). The customer is the "controller" of any personal data contained in Customer Content and 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 NSX Advanced Load Balancer With Cloud Services, including the VMware Terms of Service, the relevant Service Description, and other relevant legal documents can be found [here](#).

Data Storage and Cross-Border Data Transfers

NSX Advanced Load Balancer Pulse Cloud service stores the data (classified above) in data centers located in the USA and then replicated to Ireland and Japan. Hosting location options may be added from time to time so please visit the [Sub-Processors list](#) for up-to-date primary and disaster recovery location details.

For cross-border personal data transfers from the EEA, Switzerland and the UK, VMware relies on Binding Corporate Rules ("BCR") as a processor. You can view VMware's BCR's in the [VMware Trust Center](#).

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 [here](#).

Additional sub-processors providing technical support 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 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](https://www.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 Trust Center's Privacy Page](#).

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](#) and the relevant [Service Description](#) set forth how personal data contained in Customer Content is deleted after contract expiration or termination, as may be applicable. Upon termination of your account, data processed by VMware on behalf of the customer in the provision of the Service will be deleted by our backup systems after 90 days. VMware advises you to retrieve any data you wish to retain before the account termination takes place. VMware has no obligation to retain data beyond 30 days of the effective termination date.

During the subscription term, the data processed by NSX Advanced Load Balancer Cloud Services is live data only (no archival data) as provided by the NSX ALB Controller.