

NSX Advanced Load Balancer Service – Privacy Datasheet

ABOUT NSX ADVANCED LOAD BALANCER SERVICE

NSX Advanced Load Balancer (Avi) 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:

<https://www.vmware.com/products/nsx-advanced-load-balancer.html>

ABOUT VMWARE'S PRIVACY PROGRAM

- Cloud 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 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 NSX Advanced Load Balancer Service brings value to you!



VMware NSX® Advanced Load Balancer™ 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's Controller component can be deployed in a customer's own on-premises environment and/or consumed as a hosted service.

For more information, see the NSX ADVANCED LOAD BALANCER Service Description [available here](#).

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 Service](#)

NSX ADVANCED LOAD BALANCER SERVICE AND DETAILS REGARDING THE TYPES OF DATA COLLECTED

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 |
|--|---|---|
| <p>Customer Content</p> | <p>Content submitted by customer to the Service Offering for processing, storage, or hosting (described as “Your Content” in VMware’s Terms of Service). To the extent the Service Offering processes Customer Content, VMware processes such Content to provide the Service.</p> | <p>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. The Customer submits Customer’s email address for VMware to provide the Service Offering. Further Customer Content includes non-personal data such as IP/MAC Address of customer systems such as servers in data centers and logging credentials. For Cloud Services, Central Licensing Data collected is limited to Account ID, Organization Name Type (trial/paid) and Status (active/nonactive), Service unit license information and the specific email address to register the controller.</p> |
| <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> |

SECURITY, CERTIFICATIONS AND THIRD-PARTY ATTESTATIONS

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

| | | |
|---------------------------------------|--|--|
| <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 customer name, email address, address and phone number.</p> <p><u>Online Identifiers</u> such as customer's IP 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 address, login credentials or login time stamps. Metrics data, log files, and audit and diagnostics logs are processed to provide intelligent logging and alerting to ensure Customer service is operating as expected. Relevant to Controller as a Service only</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 SERVICE, 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 SERVICE currently stores Customer Content in data centers located in the USA, 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](#).

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 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 [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 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. Upon termination of your account, Customer Content will be retained by backup systems for up to 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 SERVICE which is not Customer Content is not deleted.