

VMware Workspace ONE – Privacy Datasheet

ABOUT VMWARE WORKSPACE ONE

Simply and securely deliver and manage any app on any device with VMware Workspace ONE, an intelligence-driven digital workspace platform. Workspace ONE integrates access control, application management and multi-platform endpoint management into a single platform and is available as a cloud service or on-premises deployment. Find more details at [Workspace ONE Overview Page](#)

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 VMware Workspace ONE brings value to you!

VMware Workspace ONE (“Workspace ONE” or “the Service Offering”) is an intelligence driven digital workspace platform that simply and securely delivers and manages any app on any device by integrating access control, application management, and multiplatform endpoint management. Workspace ONE combines identity management, real-time application delivery, enterprise mobility management, automation and analytics to deliver integrated insights and automation that help organizations manage complexity and security without compromising on user experience. You are enabled to mix-and-match service offerings in the Workspace ONE portfolio or fully enable your business with the entire suite of services!

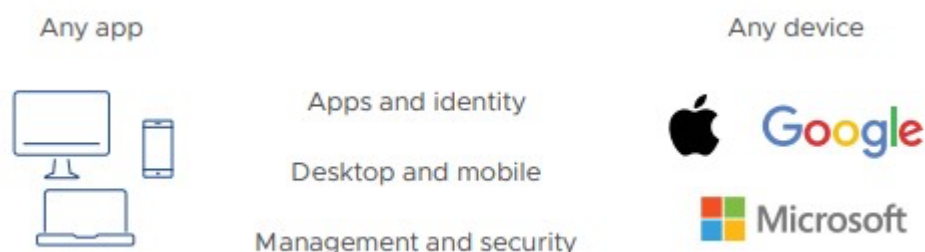


FIGURE 1: VMware Workspace ONE simply and securely delivers any app on any device.

For more information, see the [Workspace ONE 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 Workspace ONE Service Offering.

SECURITY, CERTIFICATIONS AND THIRD-PARTY ATTESTATIONS

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

For general information regarding Workspace ONE's privacy program see the following websites.

- [Workspace ONE End User Zone](#):
- [Privacy in the Digital Workspace](#)
- [Workspace ONE Privacy Guard](#)

Types of Data and Transparency

Workspace ONE enables enterprise customers to protect the confidentiality, security and integrity of their information and systems accessed and made available to its end-users through corporate owned or personal devices by providing the customer a platform to deliver and manage such apps and devices. Details regarding the general types of data collected in connection with the customer's and its end-users use of the Workspace ONE can be found in the [Workspace ONE Privacy Disclosure](#). The specific personal information collected and processed will depend on the customer's configurations and the specific offering deployed by the customer. Examples of categories of data that may be collected that could contain personal information include identity and authentication information; employment information; device information; communication data; data via remote access; usage and operational data; and audit and crash logs.

The [Workspace ONE Privacy Disclosure](#) is intended to assist our customers in better understanding the types of data that may be processed in connection with their use of Workspace ONE and to assist the customer in complying with their own notice obligations to end-users, if any.

Within the end-user app for Workspace ONE UEM, VMware provides the end user with a privacy dashboard so they can understand the types of data processed by their organization.

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 or end-user devices, which may include personal data. In this instance, VMware is acting as a "controller" and determines the purposes of the processing.

| Type of Data | 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

Workspace ONE enables customers to choose the primary hosting location that aligns to their needs. Hosting location options are constantly evolving. Please visit the [Workspace ONE Sub-processors list](#) for up-to-date primary and disaster recovery location details. Disaster recovery location is contingent on the customer's primary hosting location.

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](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 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 [here](#).

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 relevant Service Description set forth how personal data contained in Customer Content is deleted after contract expiration or termination.